Division of Services for the Deaf and the Hard of Hearing
North Carolina Department of Health and Human Services
www.ncdhhs.gov/dsdhh

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October 4, 2012

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

RE: Application for state recertification of Telecommunications Relay Services (TRS)
     CG Docket No. 03-123

Persuant to Title IV of the Americans with Disabilities Act of 1990, 47 U.S.c. & 225 (f) (2), and section 64.605 (b) of the commission's rules, 47 C.F.R. & 64.605 (b), on behalf of the state of North Carolina, the North Carolina Division of Services for the Deaf and the Hard of Hearing herby submits this application for renewal of the certification for Relay services in North Carolina. We believe that the standards and regulations for relay services prescribed by the Federal Communications Commission and contained in 47 C.F.R. & 64.604 have been met as described.

Attached you will find the documents that show Relay North Carolina has complied with the FCC's regulations and standards. Relay North Carolina has been in operation since June 1, 1991 and has met all operational, technical and functional minimum standards.

Please direct the FCC certification approval order or any questions to me at 919-874-2212 or via email to Mark.Whisenant@dhhs.nc.gov.

Sincerely,

Mark Whisenant
TRS Administrator
Division of Services for the Deaf and the Hard of Hearing

cc: Dianna Downey, NC Utilities Commission – Public Staff Attorney
    Jan Withers, DSDHH Director

Relay NC FCC Certification Renewal and Supporting Documents

Introduction

Relay NC, a program under the Division of Services for the Deaf and the Hard of Hearing (DSDHH) has prepared the following narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, specifically in response to the **FCC Public Notice DA 12-1187, CG Docket No. 03-123** released on July 25, 2012. Included in the Public Notice are the minimum mandatory FCC TRS requirements under **47 C.F.R. §64.604 and §64.606.** A copy of this Public Notice and these mandatory requirements is attached as **Appendix A. Relay NC** prepared this TRS Certification Renewal Application with the assistance of Sprint Relay.

DSDHH contracted with Sprint to provide Telecommunications Relay Service effective to provide operational, technical, and functional standards pertinent to the FCC mandates as specified in 47 C.F.R. §64.604 and §64.606. Included with this TRS Certification Renewal Application is a copy of the RFP that was issued November 20, 2011. All of the minimum mandatory TRS requirements for are listed in the RFP and is attached as **Appendix B.** Please note that although Sprint Relay provides Internet Protocol (IP) and Captioned telephone web-based services, DSDHH does not contract to provide these services in North Carolina nor is Relay NC responsible for oversight of IP and VRS or other Internet or web-based relay services.

The FCC has requested that each FCC TRS Certification Renewal application respond to the minimum mandatory FCC TRS requirements for providing telecommunication relay services and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

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Appendices

Operational Standards

A.1 Communication Assistants (CAs)

§64.604 (a)(1) (i) TRS Providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities

<u>CA Employment Standards</u>

DSDHH contracts with Sprint to provide the hiring, training and oversight of Communication Assistants for Relay NC. Sprint has established a successful procedure to attract qualified applicants for TRS CA positions. Sprint's Quality Assurance team has developed comprehensive hiring and training programs that prepare employees for the challenging position as a CA and ensures all communications are of the highest quality. Employees continue to expand their knowledge of Relay and the importance of providing quality services to the consumers they serve throughout their employment as a CA. CAs are required to have a high school diploma or GED, which ensures that the applicant has at least a twelfth-grade level of English grammar and spelling skills, the ability to type 60 words-per-minute on an auditory-based test, clear articulation and an intelligible, pleasant speaking voice.

Preference is given to CA applicants with TRS experience, knowledge of American Sign Language, or experience working with individuals who are deaf, hard of hearing or have a speech disability.

All applicants for CA positions are required to submit an employment application that details the applicant's educational and employment history.

After an applicant's educational history, employment history and typing test results are reviewed; a determination is made as to whether the applicant meets the minimum CA requirements.

A human resources representative will then screen potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of customer service, integrity and confidentiality, and overall suitability for the job. Those applicants who do not pass the HR screening interview will not be considered for employment.

Sprint TRS CA applicants are required to pass a valid and unbiased 12th grade level spelling test to be considered for employment.

Sprint TRS CA applicants must pass a valid unbiased 12th grade level grammar test to be considered for employment.

Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. These dimensions include sensitivity to customers and issues of confidentiality.

If the Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories.

This process ensures that only qualified applicants are hired to work at Sprint Relay centers as a CA.

Sprint provides an enhanced VCO service called Captioned Telephone (CapTel) Services. Sprint requires that all *CapTel* CAs have a high school graduate equivalency as a minimum qualification for the job. Sprint ensures that all CapTel Operators are sufficiently trained to meet the needs of CapTel users. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training. CapTel Relay Trainees must also demonstrate a strong proficiency in the primary required skill-set of re-voicing for CapTel calls.

- CapTel Operator Trainees spend 2 to 3 weeks training in a classroom setting.

- There is a final proficiency exam that must be passed in order to move into a live call environment.

- Upon completion of classroom training, CapTel Operators are scheduled for one-week of transition training, while being monitored and supported by another CapTel Operator or an Instructor.

- All CapTel Operators must continue to qualify for live call handling each month.

- Sprint CapTel Operators are routinely coached on Call Center ergonomics, call handling procedures, and confidentiality.

- Each CapTel Operator is evaluated on a minimum of one call each shift.

- There is also a monthly test that each CapTel Operator must pass in order to remain qualified to caption live calls.

§64.604 (a)(1)(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

DSDHH, through their contract with Sprint, has shown that that Sprint CAs have competent skills in typing, grammar, spelling, interpretation of written ASL and familiarity with hearing and speech disability cultures, languages and etiquette. Sprint requires all CAs to possess clear and articulate voice communications. CAs are given five (5) written and three (3) hands-on performance evaluations demonstrating the ability to process calls. Sprint CAs must demonstrate Relay skill level in all aspects of call processing prior to graduation from training. CAs must demonstrate their ability to:

- Sprint CAs must type 60 WPM prior to taking live calls and post training must demonstrate the ability to maintain a minimum typing speed of 60 wpm on an auditory test.

- Sprint's diversified culture training program provides the CA with information about understanding TRS users including deaf users and their culture, history and communication needs. Sprint's diversified culture program incorporates training includes

the characteristics and of hard-of-hearing and late deafened users, deaf/blind and speech disabled users.

- Demonstrate a professional and courteous phone image

- Process calls using live training terminals in an efficient and knowledgeable manner

- Role-play scenarios written in varying levels of ASL

Sprint provides an extensive process for hiring CAs who provide Speech to Speech (STS). CA applicants must successfully achieve the following:

- Six months of employment as a CA

- Recommendation and/or approval from supervisor or manager

- Attend and complete speech to speech specialized Speech to Speech training program including a written evaluation.

- Proficiency in all areas of Relay call processing including grammar, enunciation and vocabulary

- Hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test.

STS applicants who meet these qualifications receive additional training specifically on STS. Sprint's STS training is delivered by individuals with professional experience related to Speech Disabilities and/or consumer experts and is based on adult learning theories.

STS applicants who meet all qualifications for the STS training program receive eight hours of classroom training specifically on Speech-to-Speech Services.   Sprint's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with eight years of experience processing STS calls.

The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of what is said to verify accuracy.

The STS training outline is displayed in the following figure:

STS TRAINING OUTLINE	
Sprint Values and Goals	
◆ **Training Agenda**	◆
▪ Objectives / Training Outline ▪ Introduction and History ▪ Video ▪ Service Description ▪ Characteristics of Customers ▪ Stereotypes	▪ Speech-Disabilities ▪ Attributes of Speech-to-Speech Relay CAs ▪ Speech-to-Speech verses Traditional Relay ▪ FCC Requirements ▪ Speech-to-Speech Variations ▪ Assessment
◆ **Work Performance Components**	◆
▪ Basic Call Processing	▪ Confidentiality

STS TRAINING OUTLINE	
Sprint Values and Goals	
▪ Call set up ▪ Customer Database ▪ Frequently Dialed Numbers ▪ Customer Requests ▪ Emergency Call Processing	▪ Transparency ▪ Personal Conversations ▪ Developmental Skill Practice ▪ Audio ▪ Observation
◆ **Participation**	◆
▪ CA training ▪ Taking over calls – 15 minute ▪ CA work performance	▪ Call Focus ▪ Teamwork – support peer
◆ **Confidentiality and Transparency**	◆
▪ Discuss call speech patterns ▪ Discuss techniques customer uses ▪ Have two CAs on one call, if necessary or customer requests.	▪ Unacceptable to: ▪ Have conversation regarding information discussed on calls ▪ Discuss customers in general
◆ **Scheduling**	◆

All CapTel Operators are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel Operator training provides familiarity with hearing, deaf, and speech-disabled cultures.

Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel Services in a professional manner. CapTel Operator Trainees are screened on several skill-sets to be considered for hire. Several tests are administered to evaluate for skills in the following:

- Spelling

- Pronunciation

- Enunciation

- Reading Ability

- Vocabulary

- Error Recognition - CapTel Operators must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

A captioned telephone user does not type during CapTel calls; therefore it is not necessary for the Operator to interpret typewritten ASL.

Please review the Sprint TRS, STS and CapTel Training outlines in Appendix B for more information on CA training requirements.

CA Quality Assurance Programs

Sprint Relay Quality Assurance Managers coordinate all training curriculum and policies with the call center Quality Team Leaders and Assistant Trainers to ensure that consistent quality is

maintained throughout the TRS network of Relay centers. The Sprint Quality Assurance Managers and the call center training teams meet weekly to receive updates, discuss changes and discuss concerns and how to address them. The training team is located in seven (7) Relay Centers across the country. This team along with the support of the Location Managers, Supervisors and CAs has just one goal: to provide excellent service to our customers. In addition, Sprint listens to customer's feedback and takes proactive steps to implement suggestions and feedback. Sprint Relay does not develop training and consumer education programs for the telecommunications Relay service alone. Sprint Relay contracts with members of the deaf, hard of hearing, deaf-blind and speech-disabled communities to jointly develop and present training all TRS programs.

§64.604 (a)(1)(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Transmission of 60 WPM

DSDHH contracts with Sprint to provide a comprehensive Quality Assurance program focusing strictly on typing speed and accuracy. As a part of this program, Sprint conducts pre-employment testing and internal testing (quarterly) using a five-minute oral-to-type test that simulates actual working conditions and the Relay environment. Internal testing on typing speeds demonstrated that Sprint's CAs typed an average of 83.9 words per minute (wpm), with at least 95% accuracy. In fact almost a third of Sprint's CAs type over 90 wpm!

§64.604 (a)(1)(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

Qualified VRS interpreters

Relay NC does not contract to provide VRS services, nor is the state responsible for the oversight of VRS. As of January 2012, Sprint no longer provides VRS services.

§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

In-Call Replacement of CAs

Through their contract with Sprint, Relay NC exceeds all FCC minimum requirements regarding changing CAs during a call. As a matter of practice at Sprint, calls are not taken-over unless it is absolutely necessary to do so. Sprint CAs are trained to use on screen clocks to identify the total amount of time since the call arrived at the CA position. After 10 minutes with the TRS (15 minutes with STS) inbound customer, a CA may be relieved if it is appropriate. The only situations in which a CA would transition during a call prior to the FCC minimum standard of ten minutes include:

- The customer requests a CA of the opposite gender or different CA,

- End user verbal abuse or obscenity towards the CA

- Call requires a specialist (STS, Spanish, etc)

- CA Illness

- At the request of the customer for any reason, and/or

- CA becomes aware of a conflict of interest such as identifying callers as friends or family.

In addition, there are situations which may require a CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of ten or fifteen minutes (for STS calls). These include:

- Shift change, and/or

- CA fatigue normally as a result of a call in progress more than 30 minutes with difficult call content or speed or 60 minutes or more of an average call.

- If transition of CAs is unavoidable, the change occurs with minimal disruption to either Relay participant including the following:

  o Sprint attempts to honor any requests for a specific gender during call transitions.

  o The second CA silently observes the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile.

§64.604 (a)(1)(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.

As stated in the section above (§64.604 (a)(1) (v)) Relay NC honors the requests of all callers when they request a specific CA gender. Relay users may request a specific CA gender through the Customer Profile or a per-call basis directly with the CA. The transfer of the CA to the requested gender occurs as soon as one is available. This requirement has been waived by the FCC for CapTel CAs.

§64.604(a)(1)(vii) TRS shall transmit conversations between TTY and voice callers in real time.

All conversations relayed between voice and TTY callers are transmitted in real-time. Relay NC uses Sprint's Phoenix software, which provides tools and enhancements designed to allow conversations to be transmitted in real time, including the following:

- Automated answer

- CA-initiated macros (44 macros)

- Function Keys (85 separate function keys)

- System-initiated macros

- On-line help panel

- Tone of voice pre-approved descriptions (almost 100)

- Automatic Error Correction Library (615 words)

- Background descriptions (over 250)

All of these features are available in all languages including English and Spanish*CapTel* is a transparent service. *CapTel* CAs transmit audio and captioned text conversations from the voice caller to the *CapTel* user in real time. Since the *CapTel* user utilizes their own voice to transmit, no transmission occurs from the CA to the voice caller.

A.2 Confidentiality and Conversation Context

§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Confidentiality Policies and Procedures

As stated earlier, DSDHH contracts with Sprint to oversee all TRS CAs, including *CapTel* CAs for the State of North Carolina.

In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. Once the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the Relay position. Billing information is transferred to billing files after the call has been terminated and is no longer available except for billing purposes.

The only exception to this policy relates to STS calls. Relay NC STS Relay Agents may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

Relay NC's confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in the Center, which include the following:

- Prospective CAs undergo a thorough background investigation and screening.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.
- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Relay Centers have security key access.
- Visitors are not allowed in Relay work areas.
- Supervisors are present in the work area to observe behavior.
- All Relay Center personnel are required to sign and abide by the Sprint Relay Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

Sprint Relay Center's Agreement Regarding Confidential Customer Information requires CAs to:
- Keep all call information confidential.
- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.
- Assure maximum user control.
- Continuously improve their skills.

Relay NC CapTel CAs must comply with the same rules that TRS follows regarding confidentiality. The CapTel confidentiality form is similar to TRS. Below is an explanation of confidentiality as it pertains to Captel CAs.

Information obtained during a *CapTel* call should not be shared with any person except a member of the *CapTel* management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer, or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A CapTel agent may have problems, complaints or stress from handling the call. The Captionist may ask to speak to a supervisor or other member of management (as long as it wasn't their call) in a private area.

The success of *CapTel* depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence, all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination. Please see Appendix C for the TRS pledge of confidentiality.

STS Limited Exception of Retention of Information

At the request of a caller, Relay NC Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. STS CAs may utilize the TRS system designed electronic scratchpad to aid the CA during the processing to a call or subsequent calls. No information is kept after the inbound call is released from the CA position. Please see Appendix C for the TRS Pledge of Confidentiality form.

§64.604 (2)(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

Verbatim Relay and the Translation of ASL

Relay NC CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered, and at all times during the conversation, unless either relay user specifically requests summarization or ASL interpretation.

STS and TRS Training: Sprint puts control of the call with the users.
- CAs accept their being involved only to the point of facilitating communication as a "human telephone wire."
- CAs understand the relay user is to remain in control of the call.
- CAs do not make decisions or comments on behalf relay users.
- The user controls the call progress and content of the conversation.
- CAs re-voice/relay verbatim what is spoken, typed or heard.

At the request of the relay user, Relay NC CAs will translate written ASL into conversational English. Training is provided on various levels of interpretation of typewritten American Sign Language ("ASL") during initial training as well as throughout a CA's employment. In order to successfully complete initial training, the CA must demonstrate competent skills to accurately reflect the TTY user's intent and the CA's role in the Relay process. CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80% or better before being allowed to complete training and process Relay calls. After initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the Supervisor. The Supervisor and CA

together review the workbook and the CA's ability to translate ASL to conversational English. The CA keeps this manual for future reference. A CA continues to be evaluated on translation skills through individualized monthly surveys.

Relay NC CapTel CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim. The State of North Carolina does not have oversight of VRS services and does not contract with providers to process VRS calls, and is therefore exempt from ensuring VRS interpreters maintain confidentiality.

STS Facilitation of Communication

Relay NC STS CAs will facilitate communication without interfering with a caller's independence. They do not counsel, advise or interject personal opinions. Relay NC STS CAs have received training on many techniques to clarify the STS user's message if the meaning or context is unclear. Sprint understands that each STS user may also find one technique to be most comfortable. Sprint STS CAs will follow these customer preferences to clarify while providing as smooth of a call flow as possible.

Relay NC STS CAs will not guess what the STS user is saying and will request clarification when unsure. When unsure of the meaning or context, the STS CAs will ask the speech disabled caller to repeat or clarify – especially if the meaning or context is unclear. Emphasis is placed on the intent and spirit of the message.

When necessary, STS CAs respectfully engage in open dialogue with the STS user while maintaining focus on the intent of the call. STS CAs may use many multiple tactics to clarify a STS user's message. Many times STS users have a preference on which tactic works best for him or her. When the STS user has a preference, the STS CA will use that tactic. Otherwise the STS CA may clarify unsure including the following:

- STS CAs may simply ask STS user to repeat the word or phrase

- STS CAs may ask "yes" or "no" questions

- STS CAs may ask the STS user to use the word in another sentence

- STS CA may ask the STS user to provide a word that rhymes with the misunderstood word

- STS CA may ask the user to spell the word

To ensure that STS CAs follow established call processing procedures, STS CAs are evaluated through individualized monthly surveys, tested randomly through the test call process, provided with customer feedback when available and observed by supervisors who are available in the STS CA work area to monitor performance. If a development area is identified in any area of call processing the STS CA will receive specific feedback and additional training. If the STS CA performance does not demonstrate improvement, progressive discipline up to and including termination may occur.

A.3 Types of Calls

§64.604 (3) (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

Relay NC provides 24 hour, 7 day-a-week Telecommunication Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls. Relay NC also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Relay NC retain full control of the length and number of calls placed anytime through relay.

Relay NC CapTel CAs are currently waived by the FCC for outbound calls because the *CapTel* CA is not involved in the call set up and cannot refuse the call *CapTel* users dial sequential calls directly therefore it is not possible for a *CapTel* CA to refuse sequential calls or limit length of calls.

Relay NC CapTel CAs are not waived by the FCC for inbound calls to a *CapTel* user made through a TRS facility. However, if a call is made directly to the captioned telephone access number, no set up is involved and the *CapTel* CA cannot refuse to call.

§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

Relay NC, through Sprint, works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Relay NC will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

All TRS and CapTel users will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, time in between calls and wrap-up time) on toll calls. Billing will occur within 60 days of the call date. Relay NC gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Relay NC works with the LECs and IXCs to compile and make available to all TTY or CapTel users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls placed through the relay.

§64.604 (3) (iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

If a long distance provider declines to complete a call because credit authorization is denied, Sprint will relay the message verbatim to the relay user and follow the user's instructions.

§64.604 (3) (iv)Relay services shall be capable of handling pay-per-call calls.

Sprint was the first provider to process pay-per-calls, beginning in 1996. Callers to Relay NC access 900 services by dialing a free 900 number to access relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone. Currently, Relay NC users may make 900 calls through 900 230 3300.

Because 900 blocking information is not available with CapTel phones, CapTel users who wish to place pay-per-calls from the CapTel phone must update their Customer Profile form to allow these calls.

§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Relay NC provides access to all available relay call types. Through the state's contact with Sprint, the state meets and in some cases exceeds the requirements for text-to-voice, voice-to-text, VCO, two-line VCO, VCO-to-TTY, VCO-to-VCO, HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. Below is a list of standard services that are provided by Relay NC:

- Text-to-Voice (TTY to Voice)

- Voice-to-Text (Voice to TTY)

- VCO Attribute-Based Routing

- VCO with Privacy/No GA

- VCO Branding

- Standardized or personalized VCO call announcement and explanation

- Two-Line VCO

- VCO-to-HCO

- VCO-to-TTY

- VCO-to-VCO

- Reverse Two-Line VCO

- Voice Call Progression

- HCO with Privacy

- HCO Branding

- Standardized or personalized HCO call announcement and explanation

- Two-Line HCO

- Reverse Two-Line HCO

- HCO-to-VCO

- HCO to TTY

Except where waived by the FCC, Relay NC *Captel* users are able to access all types of TRS calls. The requirement to provide 711 dialing is waived for outbound calls made from a *CapTel* phone. STS and HCO calls are also waived.

§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release Functionality

Relay NC's TTY Call Release, also known as TTY-to-TTY call set-up, is fully in compliance with FCC standards. Once the CA has both TTY parties on line, the CA releases the call and the conversation is removed from the CA's screen, ensuring confidentiality. TTY callers are then able to conduct a conversation with their called party (TTY) without an intermediary remaining on the line.

Relay NC adheres to the FCC's 2nd Report and Order rule, and when the call is signed off or 'released' by the CA, the call ceases to be a Relay call and is no longer subject to the per-minute reimbursement. With 2-Line *CapTel* service, a *CapTel* user can release or receive captions at any time during a call.

Speed Dialing Functionality

Relay NC speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their TRS customer profile. Customers who wish to store more numbers can simply register multiple Customer profiles, which translates to an unlimited number of entries.When the customer calls into the center, the customer can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the CA will dial the associated ten-digit telephone number without delay. The frequently dialed number entry can be sorted by name or number. The CapTel Consumer Premises Equipment (CPE, or *CapTel* phone) is equipped with the ability to program in 3 speed dial numbers, and a recently dialed number.

Three-Way Calling

Relay NC provides three-way calling capability, in which the voice or STS Relay users through TRS (if the customer has purchased this feature from his/her LEC) can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the Relay center. Relay users who have purchased Three-Way calling or conference calling capability from his/her Local Exchange Carriers (LECs) can use this feature when placing a call through Relay NC. This feature allows the user to place the call to the Relay and then conferences in the voice-called party. This is also known as the Two-Line VCO method.

TTY users may also use the relay to conference in another TTY user on the line. The original TTY user requests to place a call to the voice-called party. It then becomes a conversation between two TTY customers and one Voice customer. This process also would apply if there were two voice customers and one TTY user on the line.

Relay NC provides three-way calling for CapTel users that is in full compliance with FCC requirements. Two-line CapTel users are able to host, join or be added to any three-way call in the same manner as traditional telephone users. One-line CapTel users are able to join any three-way call in progress. In order to be added on, the host of the three-party call would simply dial the national CapTel number and enter the CapTel user's telephone number. CapTel users are also able to participate in a conference bridge to speak to three or more individuals.

§64.604(3)(vii) Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

Relay NC, through Sprint, provides an advanced Phoenix platform which contains CA-generated macros (e.g., pre-programmed phrases) which allow the CA to press a "hot key" to alert TRS users of the presence of a recorded message and/or interactive menu. Sprint's hot key sends text to the user which says "(RECORDING)." Sprint's hot keys are available in all supported languages, including English and Spanish.

Relay NC has the ability to electronically capture recorded messages and retain them for the length of the call. All information provided during the call to the CA to assist in processing the call is considered customer-sensitive information and is deleted from the CA's screen, after the call has ended. The only information that is retained is information in the Call Detail Record necessary to bill the call.

Relay NC does not impose additional charges for any calls which must be made in order to process calls involving recorded or interactive messages. Sprint's sophisticated Phoenix feature incorporates "function keys" allowing the CA to complete standard tasks with a combination of two-keys (or mouse clicks). As a result, many calls involving recordings can be completed without having to redial using Sprint's recording functionality. If a CA needs to redial to process these calls,

the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and recordings which redials the call over an ultra-watts line so the end user is not imposed charges for additional calls.

Relay NC CapTel users are able to hear and interact directly with the recorded message and make the selections as requested by the interactive menu. The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The CapTel user interacts with the recorded message system directly. This is treated as one call.

§64.604 (a) (3)(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Retrieving Answering Machine and Voice Mail Messages

Relay NC has the ability to retrieve messages from any voice processing system that can be accessed via the telephone. Through Sprint's Phoenix platforms, CAs are able to retrieve and relay voice messages for TTY users and TTY messages for voice users.

When a user requests the CA to retrieve messages from a voice mail system or PBX mailbox, the CA will follow the following process:

- The CA will inform the caller that an answering machine has been reached.

- If the caller has provided instructions, such as access codes will follow the user's instructions. Sprint will use the touch-tone capability embedded in Sprint's Phoenix software to enter access codes or system commands to retrieve new messages, play all messages, save messages, and/or delete messages (depending on customer instructions).

- If necessary, Relay NC CAs uses advanced recording technology to slow down the playback of the messages. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and recordings which redials the call so the end user is not imposed charges for additional calls. If the CA needs to redial local calls are free, if the call is long distance the customer is only charged long distance calls for the first call.

- Sprint's platform provides the technology necessary to retrieve voice mail or answering machine messages including enabling and disabling touch-tone capability through hot keys (i.e. DTMF).

- Once all customer instructions have been followed and the caller disconnects, all information including caller's personal information is automatically deleted from the CA's position to ensure that the customer's information is kept confidential.

Like TRS users, Relay NC CapTel users can retrieve answering machine messages from an answering machine that is near the CapTel phone. However, the CapTel user will need to follow instructions that are slightly different than TRS users including the following:

- Press the CapTel menu button that until the option, "Caption External Answering Machine Messages" is displayed. (Please note that the handset must be hung up to do this.)

- Press the "OK" button.

- Pick up the handset and place it near the answering machine.

- Watch the CapTel display to see when the CapTel CA is connected.

- Press the "play" button on the answering machine.

- View the captions on the CapTel display.

- Save, delete or navigate to the next message using the answering machine controls.

- When done, simply hang up the handset and the phone will be ready for the next call.

With other voicemail systems, the CapTel user can both hear and interact directly with the recorded message and make the selections as requested by the interactive menu. The *CapTel* user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

A.4 Handling of Emergency Calls

§64.604(a)(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.

Relay NC accepts incoming emergency calls, and automatically and immediately transfers a call to an appropriate Public Safety Answering Point (PSAP). Through its contract with Sprint, Relay NC has access to the following:

- The largest footprint of coverage across the U.S. to terminate a 9-1-1 call
- A web interface with complete API and a branded end-user portal for address changes for internet calls.

Call Processing Procedures

Relay NC uses the following procedures to ensure that TRS users needing emergency services receive prompt assistance with their call.

1.	Relay NC CAs act upon the word "emergency". Calls placed to fire, police, ambulance and rescue squad are considered emergency calls.
2.	The CA hits a Phoenix function key (i.e., "hot key") which designates the call as an Emergency. This key also prompts the system to use the caller's NPA/NXX to automatically route the call to the E-911 center which is closest to the caller's rate center. This hot-key also "freezes" the screen with an emergency banner so that the call information remains displayed. If the customer hangs up, the caller's information is available to be shared with the 911 Center.
3.	Simultaneously, the CA presses a key to notify the Supervisor. The Supervisor will assist the CA in processing the call, if needed. The Supervisor does not take over the CA function unless requested or necessary to complete the call.
4.	The caller's Automatic Number Identification (i.e., telephone number) is passed to the E-911 as Caller ID.
5.	The CA identifies the call to the authorities, using the phrase: "This is an emergency. I am calling for a deaf (or hard of hearing or Speech Disabled) person through the Florida Relay Service. They are calling from (caller's telephone number). This is CA # 1234, one moment please."
6.	The CA advises the inbound caller that the emergency services is on the line. For example, "(POLICE ON LINE NOW)" and then types the way the 911 operator answered the phone.
7.	The CA relays the call. Unlike other Relay calls, CAs may step outside of their neutral role to more actively facilitate communication, as needed.
8.	Upon request, the CA connects the TTY caller directly to the PSAP (TTY).
9.	The CA fills out an "Emergency Incident Form" which documents the call.
10.	In the rare case of an E911 routing error, the CA will fill out a technical "trouble ticket" for additional investigation.

Back up Procedures

Through their contract with Sprint, Relay NC has access to an upgraded PSAP solution that has proven extremely accurate, resulting in few instances of PSAP routing errors. In many instances, two numbers are provided for each rate center. If one of the numbers fails, the second number is dialed. In the event that a valid number is not available, the CA will contact Directory Assistance for support.

CapTel Emergency Calling

When calling 911 using a one-line CapTel phone, the call is processed in the same way as a 911 call processed when using a standard telephone.

- The CapTel phone automatically converts to a Voice-Carry-Over (VCO) phone and dials 911 directly. (The CapTel Call Center is not engaged in processing 911 calls.)
- The CapTel phone will display the typed responses from the PSAP and the caller will use their voice to communicate with the PSAP.
- The user will be connected to the proper 911 Center in the least amount of time and the telephone number (ANI) will automatically be passed to the 911 Center.
- The 911 system renders the appropriate emergency response.

Two-Line CapTel Emergency Calling

Because Two-Line CapTel uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. The Two-Line CapTel user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. This procedure means that the call is connected in the fastest time, to the most appropriate 911 Center every time, with a reliable voice grade connection and with full speed captions.

Training and Support Materials

Relay NC CAs and Supervisors receive in-depth training on all emergency processes and procedures. This training is reinforced through on-going refresher training where Call Center staff must demonstrate knowledge and proficiency of Emergency processes and procedures.

Supervisors or Operations Administrators are available 24/7/365 to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen and position reference guide.

Variations

There are many things that can happen during an emergency call, which require immediate action outside traditional call processing. The following processes were established for many of these "variations" to guide CAs and the Call Center staff on how to proceed:

Caller Disconnects Before Connecting to 911 Center

If the inbound caller disconnects prior to being connected to 911, the Phoenix system will continue dialing to the PSAP/emergency call center. The CA or Supervisor will notify the PSAP Call Center of the premature disconnect and will provide any customer information that may assist the PSAP center in resolving the emergency.

If a customer calls into the TRS center, types "HELP GA" and hangs up, we will treat this as an Emergency call. Since the customer does not give an emergency service name, Sprint ALWAYS connects the caller to the POLICE. The CA will notify the Supervisor who, in turn, calls the police and passes on all known information about the call. The CA will also fill out an Emergency Incident Form as a record. The police will make the determination as to what kind of emergency it is and will dispatch the required emergency service.

Voice Emergency Calls

If a voice customer misdials 711 when actually they require assistance through 911, the CA will say to the inbound voice: **"*You have connected to a telephone relay service for the deaf and hard-of-hearing. If possible, you should hang up and dial 911. If not, we can attempt to connect you to a 911 center near your assigned telephone number, but there could be significant delay in getting assistance."***

When the voice caller does not disconnect, requests further assistance, and/or remains online for more than 5 seconds after the notification phrase is read the CA will attempt to complete the call to connect the caller to emergency services. The CA will inform the caller, " I am connecting your call to Emergency Services, one moment please."

A.5 STS Called Numbers

§64.604 (a)(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Relay NC offers the ability for STS users to maintain a record of regularly called names and telephone numbers. Relay NC's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. This information, along with other preferences described below, will be transferred to any new STS provider.

When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," the STS CA will repeat the name and state the telephone number and then dial the associated ten-digit telephone number without delay.

§64.604 (6) Visual privacy screens/idle calls. A VRS CA may not enable a visual privacy screen or similar feature during a VRS call. A VRS CA must disconnect a VRS call if the caller or the called party to a VRS call enables a privacy screen or similar feature for more than five minutes or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9–1–1 emergency call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Prior to disconnecting the call, the CA must announce to both parties the intent to terminate the call and may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.

Relay NC does not provide, contract to provide, or oversee VRS services and is exempt from this section.

§64.604 (7) International calls. VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified

periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.

Relay NC does not provide, contract to provide, or oversee VRS services and is exempt from this section.

Technical Standards

B.1 ASCII and Baudot

§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

DSDHH contracts with Sprint to provide Baudot (45.5 and 50), Turbocode, Enhanced Turbocode (E-Turbo) and all ASCII rates generally in use.

Upon a call being received at the CA position, TTY signals are automatically identified as Baudot, Turbocode or ASCII; if ASCII, the Baud rate is detected.

Outbound calls are dialed out in voice mode so that both the CA and hearing user (if applicable) can hear the progress of the call. If the phone is answered by a modem, the software will automatically switch to the appropriate mode of Baudot or ASCII based on the tone heard without intervention from the CA.   If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

B.2 Speed of Answer

§64.604 (2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

DSDHH contracts with Sprint, who currently has nine (9) TRS and CapTel centers across the U.S. Having access to this number of centers ensures adequate staffing for TRS and CapTel calls. Sprint samples the average answer time a minimum of every 15 minutes for each 24-hour period. Their Traffic Management Control Center (TMCC) is staffed with workforce analysts who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

Sprint's Workforce Analysts develop staffing requirements for each center monthly, daily and in 15-minute increments. These center staffing lines are a management tool, which provides Workforce Analysts and each center with the following:

- Initial CA requirement for each 15-minute period of the day
- Total number of CAs scheduled for each-15 minute period
- The number of CAs over or under the requirement needed to meet forecast call volumes
- Daily, weekly, and monthly performance reports detailing speed-of-answer for each CA group and the CA utilization (occupancy) percentage. These reports are reviewed to ensure that Sprint is routing calls as efficiently as possible while meeting or exceeding customer expectations.
- Adjustments to the minimum staffing requirements can be made as needed to the 15-minute scheduling requirements based on unforeseen increases or decreases in call volumes.

§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

A requirement of the DSDHH contract with Sprint is that (90% of all calls be placed within (10 Seconds i.e. 10 seconds).. "Speed of answer" identifies the number of seconds required to answer a call. Relay NC's CapTel speed of answer meets or exceeds the FCC's requirement to answer 85% of all calls within ten (10) seconds.

DSDHH expects that Sprint will continue to review TRS and CapTel data to determine trends, taking into account any call affecting issues such as weather, holidays or technical problems. Utilizing this information, Sprint develops a Network forecast for each upcoming scheduling week.

Sprint also reviews each center's results for the previous six-weeks, as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast has been determined, Sprint ensures that total network traffic is accounted for by each of the centers.

By continually monitoring current capacity with regards to trunking, CA workstations, staffing and equipment lag time between anticipated need and actual need will be minimized.

§64.604 (b) (ii) (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

DSDHH considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center.

Sprint furnishes the necessary telecommunications equipment, facilities, and system software for the complete TRS operation. Sprint is a certified Interexchange Carrier (IXC) in all 50 states.

Sprint's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

§64.604 (b) (ii) (B) Abandoned calls shall be included in the speed-of-answer calculation.

Through its contract with Sprint, Relay NC includes abandoned calls in its daily speed-of-answer performance calculations.

§64.604 (b) (ii) (C) A TRS provider's compliance with this rule shall be measured on a daily basis.

Sprint measures its compliance with average speed-of-answer times on a daily basis and reports this information to DSDHH on a monthly basis.

§64.604 (b) (ii) (D) The system shall be designed to a P.01 standard.

Relay NC, through its TRS contract with Sprint, ensures that all relay call centers are provided with sufficient facilities and staffing to provide a Grade of Service (GOS) of P.01 or better for calls entering the call center switch equipment during the busiest hour. Sprint's Relay system ensures that an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal.

§64.604 (b) (ii) (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Performance of inbound traffic on each North Carolina relay toll-free number where it enters the Sprint network or relay center facility is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state.

§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

Relay NC does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

B.3 Equal Access to Interexchange Carriers

§64.604 (b) (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

Relay NC TRS and CapTel users have equal access to their chosen inter-exchange carrier through Relay to the same extent access is provided to voice users.

TRS and CapTel users are encouraged to register their preferred Carrier-of-Choice with Customer Service. Users who have not registered their preferred Carrier-of-Choice are encouraged to contact the toll-free telephone support (Customer Service) to complete their registration. All new CapTel phones come with a Carrier-of-Choice card packaged with the equipment. Users are responsible for filling out the card or contacting CapTel Customer Service to receive the benefits of registering their Carrier-of-Choice preferences for CapTel calls.

Voice-in users calling CapTel users are also notified that their call may incur long distance charges. After connecting to the CapTel voice-in Voice Response Unit (VRU) and entering the phone number of the CapTel user they wish to call, they may receive a verbal announcement stating that their call may include long distance charges.

DSDHH relies on Sprint to provide its Relay customers with both the technical and operational capability to send and receive COC calls to and from other providers. Sprint's network has the capability to permit users to select the IXC or LEC of their choice in accordance with State and Federal law.

Sprint provides the necessary network connections and signaling information in compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006) for carriers to accurately bill and rate Relay calls. Sprint routes calls to the designated carrier in as efficient a manner as possible. Sprint includes the identification of the call as a Relay call, the end user calling number, the called number, and additional information describing the nature of the calling line (e.g., payphone, etc.) Calls not requiring operator assistance are routed to the carrier's non-operator switch. Calls involving alternate billing (e.g., card, collect, third party) involve the operator services position of the carrier. Again, Sprint provides as much information as possible to the operator services position of the transport carrier through network signaling. Efficient provision of routing to the carrier minimizes the call set-up time associated with the Relay call.

Sprint encourages all Carriers to participate in its Carrier of Choice ("COC") program. When the requested Carrier is not a COC participant, Sprint Relay has established a procedure where the Carrier is notified, verbally and in writing, of its obligation to provide access to relay users and encourage their participation.

Outlined below is the process used by CAs to process Carrier-of-Choice calls and subsequent instructions to relay callers:

- Sprint Relay CA answers the call
- The caller provides the toll-call information.
- The caller provides preferred Carrier information either registered in the user database or for a specific call.
- If the preferred Carrier is not available through the Relay, the CA informs the caller with the standard phrase:

"I AM SORRY (carrier) DOES NOT ALLOW (billing method) CALLS OVER THEIR NETWORK."

- The user may choose to have another Carrier handle the call. Sprint Relay then informs the unavailable Carrier of its obligation to provide access through the Relay Service.
- The CA outdials the call utilizing the preferred Carrier. If no Carrier is specified, the call will be carried over the Sprint network.
- The called-party answers the call. The CA relays the COC call between the caller and the called-party.

Sprint currently has 240 carriers participating in the Sprint Relay's TRS Carrier-of-Choice program. Participation of Carriers in North Carolina is dependent on whether carrier is authorized to provide service in North Carolina and connectivity to the Sprint Access Tandem.

North Carolina
There are 33 carriers for this product:

Carrier Name	Out COC	COC Index	Carrier Code	Operator Flag	ETurbo RIB
10-10-220 Telecom USA	0220	0220	0220	N	220
10-10-321 Telecom USA	0321	0321	0321	N	321
10-10-432 QWest	0432	LGT2	0432	Y	432
10-10-502 WorldxChange	0502	0502	0502	Y	502
10-10-636 Clear Choice	0636	0636	0636	Y	636
10-10-752 EXCEL	0752	EXL1	0752	Y	752
10-10-811 Vartec	0811	0811	0811	Y	811
10-10-834 WorldxChange	0834	0834	0834	Y	834
10-10-987	0987	0987	0987	N	987
AT&T	0288	0288	0288	Y	ATT
All Others	0001	0001	0001	N	
BellSouth Long Distance	0377	0377	0377	Y	BSL
Broadwing Communications	0948	0948	0948	Y	SSM
Broadwing Telecom	0071	0071	0071	Y	WSN
CP Telecom	0444	ALN9	0444	Y	PDF
CenturyLink	0550	CTL1	0550	Y	CTL
CenturyTel Long Distance	0550	CAL1	0550	Y	CAL
CenturyTel Solutions	0550	CAL2	0550	Y	CAL
Charter Communications	6324	6324	6324	Y	HFB
Global Crossing	0444	0444	0444	Y	ALN
LDDS	0222	MCI2	0222	Y	LDD
MCIWorldCom	0222	0222	0222	Y	MCI
McLeod USA	0725	0725	0725	Y	IOR
Metromedia	0222	MCI3	0222	Y	MTR
OPEX LD	0444	ALN1	0444	Y	OPX
SBC Long Distance	5792	5792	5792	Y	SBZ
Sprint	0333	0333	0333	Y	SPT
Suddenlink	0333	UTC6	0333	Y	SDL
TDS Telecom	0417	0417	0417	Y	TYW
Verizon LD	5483	5483	5483	Y	GOP
Wiltel	0222	MCI1	0222	Y	WLT

Working Assets	0649	0649	0649	Y	WRK
WorldCom	0555	0555	0555	Y	WTL

Please see Appendix D for a copy of the COC invitational letter sent to carriers.

B.4 TRS Facilities

§64.604 (b)(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

Relay NC and Sprint Relay Customer Service are both available 24 hours a day, every day of the year for all TRS services. Relay NC, through Sprint, utilizes both Uninterruptible Power Supply (UPS) and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. CapTel Relay Services are also available 24 hours a day, seven days a week.

§64.604 (b)(4) (ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

DSDHH contracts with Sprint's Relay centers, which are equipped with an Uninterruptible Power Supply (UPS), generator, and sufficient fuel to provide power for 24-hours following a power failure. These back-up power systems can continue to provide power beyond 24-hours as long as fuel is readily available.

Working in parallel with the UPS is Sprint's Intelligent Call Router, which instantly recognizes a problem anywhere in the Sprint Relay system and routes the calls to other operating call centers. Relay NC Relay customers will be unaware of any system fault.

In the event of a power outage, the UPS provides seamless power transition while the emergency generator is brought on line. During this transition of less than a minute, power to all the basic equipment and facilities for the center operation is maintained. This includes the switch system and its peripherals, switch room environment (air conditioning and heating in the computer room), CA positions (including consoles/terminals), emergency lighting, system alarms and Call Detail Record (CDR) recording. As a safety precaution, the fire suppression system is not electrically powered in case of a fire during a power failure. Once the back-up generator is on line, stable power to all relay system equipment and facility environmental control is established and maintained until commercial power is restored..

All of the system preventive maintenance functions can be performed on-line, with no effect on call processing. In addition, on-line and off-line diagnostic routines will identify system faults or failures to the individual board level. Diagnostic procedures are continually processed by the switching

system software to detect defective components before they are used. Manual on-line diagnostics can be launched at any time from the maintenance and administrative terminal located with the unit without affecting call processing, calls in progress or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen and printer capabilities.

Please see Sprint's Disaster Recovery Plan and the Network Support Plan in Attachment E.

§64.604 (b)(4)(iii) A VRS CA may not relay calls from a location primarily used as his or her home.

Relay NC does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

§64.604 (b)(4)(iv) A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two eligible VRS providers, the lessee or licensee must locate the ACD platform on its own premises and must utilize its own employees to manage the ACD platform.

Relay NC does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

B.5 Technology

§64.604 (b)(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.

Relay NC through Sprint, is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability.

In order to achieve functional equivalence, Relay NC will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Relay NC receives calling party identifying information including blocking information, from all relay users. Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information
- Sprint passes through the calling party information (rather than 711 or the number of the Relay Center)

State-of-the-Art Technology

As the provider of relay services for the State of North Carolina, Sprint offers several enhanced features to improve the telecommunications access of STS relay users. These advanced features include:

- Message Retention (up to 24 hours)
- STS Called Numbers
- Privacy Option
- STS Contact Information
- STS Email Call Set-up
- STS with Voice Carry Over
- Specialized STS Customer Service (including Training Line)
- Wireless Access - STS (*787)

Wireless Access – STS (*787)

Sprint is excited to announce the first wireless short-code solution for STS users. Beginning in early 2012, Sprint wireless customers will be able to dial *STS (i.e., *787) to reach a Speech to Speech CA quickly and easily from anywhere in the nation. All callers who are physically located within the state will automatically be connected to a Speech-to-Speech CA. This service is available to both callers with and without a speech disability, who need to place a STS call. Voice callers needing to place a call to a STS user may also use this service.

When North Carolina TRS customers travel outside of the state, callers will automatically connected to STS based on their physical location. If they are in a state where Sprint is the Relay provider, the caller is connected to the State's STS service. If not, callers are automatically transferred to Sprint's interstate STS service, where they will be able to place interstate calls only. This exciting new enhancement grants additional mobility and flexibility for STS users.

STS Message Retention

In addition, Sprint has expanded its Customer Profile to allow STS users to retain messages for up to 24 hours. The STS user may dictate the first message to be read to the called party. This feature allows the STS user to request that this initial message be retained in the Relay system for up to 24 hours. This is especially helpful if the STS user needs to leave a message and the line is busy. If the called party is unavailable (e.g. busy signal, no answer), the STS user may request that the STS message be retained. Over the next 24 hours, the STS user can redial their state STS and request that the call be attempted without delay. At the end of 24 hours, the message is automatically deleted from the Customer's Profile.

STS Called Numbers

Sprint will continue to offer the ability for STS users to maintain a record of regularly called names and telephone numbers. Sprint's speed dialing functionality (also known as frequently dialed

numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. This information, along with other preferences described below, will be transferred to any new STS provider.

When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the STS CA will dial the associated ten-digit telephone number without delay.
Please see the graphic below for the written Customer Profile form, which encourages STS users to register speed dial entries.

Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):
Note: Limit 30 characters per name

	Name	Area Code & Phone Number
1		
2		
3		
4		
5		

If you need to add more information, go to the **Additional Information** section on the page 3.

STS with Privacy Option
Sprint offers STS users the ability to communicate without the CA hearing the voice party. If this option is selected, the CA simply listens to the voice of the STS user and repeats messages according to the STS users' preference.

STS Contact Information
Communicating telephone numbers may be difficult for some STS users. This feature allows STS users to simply advise friends, family and others to dial 7-1-1 to reach them. Once connected, the person can simply provide the STS user's name to the STS CA. The STS CA will use the STS user's profile information provided for this purpose to connect to the STS user based on the registered STS user's hours and days of availability. In this manner the inbound caller can be connected with the STS user at their location.

Emergency Numbers

In most emergency situations, STS callers dial 9-1-1 first for emergency help. However, this may be especially challenging for STS users. STS users also have the ability to list up to ten additional emergency phone numbers in their Customer Profile. Contacts such as a doctor's office, the local/state poison control center and the local hospital are used for this purpose.

B.6 Caller ID

§64.604 (b) (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

Relay NC, through their contract with Sprint, provides true Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long distance calls. Sprint will receive calling party identifying information including blocking information, from all TRS users.

Customer Control

With Sprint's TRS Caller ID, the Relay user is in control. Relay users with this feature are able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis.

The TRS user can view the calling party's information before picking up the phone. The Relay user can then decide whether or not to answer the call based on the name and number displayed on the Caller ID unit or their telephone display screen.

With Sprint's Caller ID, there are numerous benefits for TRS users, including:

- Increased privacy
- Documentation of calls received
- A count of incoming calls on the display screen
- Phone numbers of hang-up callers
- Prompt emergency call processing

When Caller ID information is not passed through, as with standard telecommunications, the call recipient will receive a message such as "Out of Area" or "Caller Unknown."

Technology

Sprint Relay offers True Caller ID for all local and long distance calls to Carriers who have SS7 connectivity with Sprint. Sprint's SS7 network interfaces with all national long distance Carriers and major LECs, CLECs, and ILECs.

Sprint's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as: the Calling Party Number, Charge Number and Originating Line Information. Sprint passes through the calling party information (rather than 711 or the number of the TRS Center).

Caller ID Enhancements

Many Caller ID enhancements are compatible with the Relay service and can be accessed by TRS users.

Selective Call Acceptance

Selective Call Acceptance allows a user to create a list of phone numbers so that the user will receive only calls from numbers on that list. All other callers will be directed to an announcement that says "The number you have dialed is not accepting calls at this time." If this recording is reached by Relay, it will be typed or spoken to the inbound caller. When Selective Call Acceptance is in effect, it supersedes all other enhanced features.

Selective Call Rejection

Selective Call Rejection enables the user to create a list of special phone numbers so that when a call is received from that number, the call will be rejected. If this recording is reached by Relay, it will be typed or spoken to the inbound caller.

Selective Call Forward

Selective Call Forward enables the user to create a list of special phone numbers so that when a call is received from someone on that list, the call will be forwarded to a designated number.

Privacy ID (Anonymous Call Rejection)

Privacy ID, also known as Anonymous Call Rejection, allows users to restrict incoming calls from parties who have blocked their Caller ID information. If the name or number of the person that calls you is unknown, the caller hears a recorded message, such as:

"The person you are calling does not accept blocked or unknown calls. At the tone, please say your name or company name and your call will be connected."

This information will be typed or voiced to the originating caller. If the calling party wishes to leave their name, it will be left by the CA. The called party, if hearing, may listen to the recording and choose an option to answer, block or send to voice mail. Realizing that not all users will be able to hear this recording by the calling party, some companies have implemented additional enhancements outlined below:

Instant Access List (Preferred Caller List)

Users may designate a list of up to 10 numbers that can bypass the Sprint Privacy ID function. If a caller's number displays while their name doesn't, adding their number to this list will let their calls through.

Caller's Access Code

Caller's Access Code allows a user to designate an override code for Privacy ID. The user may share this code with friends and family, as desired. When the calling party calls, they may choose to enter a code during the intercept greeting to bypass the Privacy ID screening so their call will go through. This works great for friends and family who frequently call from areas where Caller ID is not available.

Functional Standards

C.1 Consumer Complaint Logs

§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

Relay NC has established policies regarding complaints, inquiries, comments and commendations related to Relay Services and personnel. Upon receipt of a direct complaint filed by a customer, a designated representative will accept the complaint, provide the customer with information regarding the process for resolution and will offer to follow-up with the customer. Sprint ensures that all records will include the name and/or address of the complainant (when offered), the date received, the CA identification number, the nature of the complaint, and the result of any investigation and the date of resolution.

DSDHH works closely with their TRS provider (Sprint) to identify contact particulars such as: consumer type (TTY, VCO, HCO, Voice or Speech-to-Speech), customer contact information (when given), CA identification numbers, the call handling center and over forty-five contact categories including: complaints, inquires and unsolicited commendations.

Sprint submits reports detailing the information above. Each report will include the following information:

- Name of the complainant or commendation
- The date of the contact, complaint or compliment
- The nature of the complaint or comment
- The action taken i.e. technical support, service explanation, CA development area, preparation of commendation

All contacts and complaints received by Customer Service, Supervisors, and Account Management will be documented in Sprint's customer contact database.

Customer Contacts Online Database (CCOD)

To further support the complaint resolution process, Sprint has developed a Customer Contact Online Database (CCOD), which serves as a seamless and timesaving device for documenting customer contacts.

The CCOD will automatically notify the TRS Sprint program manager assigned to the State of North Carolina via email of any complaint entry, ensuring that they receive timely notification of consumer concerns. The CCOD will track consumer contact information as required by the FCC

By approximately June 15th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1- May 31 to the State relay administrators. Relay NC reviews the log and then passed the complaint log to the FCC by July 1st of each year.

See Appendix L for copies of the last five years of Relay NC complaints that have been submitted to the FCC.

C.2 Contact Persons

§64.604 (c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent. Relay NC callers may file intrastate complaints and commendations regarding Relay NC services through the following contacts:

Bola Desalu – TRS Account Manager
4030 Wake Forest Road, suite 300, Raleigh NC 27609
www.relaync.com
bola.desalu@sprint.com (email)
919 719 2714 (TTY)
919 518 9174 (Voice)
919 324 3792 (VP)

Kim Calabretta – Captel Account Manager
4030 Wake Forest Rd, suite 300, Raleigh NC 27609
www.relaync.com/captel
kim.m.calabretta@sprint.com (email)
919 719 2706 (TTY)
919 719 2705 (Voice)
919 684 9768 (VP)

Mark Whisenant - Contract Administrator
2301 Mail Service Center, Raleigh NC 27699-8301 (mailing address)
1100 Navaho Drive, Woodoak Building G-3, Raleigh, NC 27609 (physical address)
www. ncdhhs.gov/dsdhh/
Mark.whisenant@dhhs.nc.gov (email)
919-874-2214 (TTY)
919-874-2212 (Voice)

C.3 Public Access to Information

§64.604 (3) Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

Relay NC is committed to providing an effective outreach program in the state of North Carolina on an array of relay services. Each year, $400,000 is allocated toward marketing materials, tradeshow and conference booth fees, Captel, Speech-to- Speech and Relay NC contractors to educate people who are hard of hearing, deaf, deaf-blind and people with speech disabilities . The contractors are overseen by the TRS Account Manager and CapTel Account Manager.

Below are highlights of the Outreach Program for TRS:

1) **Newsletter**
   Relay North Carolina re-launched its Newsletter in 2009. The purpose of the newsletter is to increase awareness about our relay services to the community. This includes the deaf, deaf-blind, hard of hearing, and those with speech disabilities. The newsletter includes such things as The Manager's Corner, trivia questions, and an interview section which includes interviews with relay users and contractors, articles and tips about using specific relay services, pictures of outreach activities and any important news regarding the relay world. We mail a printed version of the Relay NC newsletter on a quarterly basis to all subscribers as well as pass them out at various exhibit booths and presentations. *(See Appendix H for copies of our Relay NC newsletters)*

2) **Speech-to-Speech (STS) Kits**
   Speech-to-Speech kits were distributed to over 4,000 speech audiologists in 2011. North Carolina is the first state to launch such kits. The kits included a stand with at least 25 brochures which could be placed on audiologists' desks, the office lobby or at the front reception desk. The brochures explain what STS is and how it works. There is a tear away portion in the brochure where the customer is able to fill in their name and contact information to request in-depth training or a presentation on our STS services. The purpose of these kits is to increase awareness of the Speech-to-Speech services available for people with disabilities. *(See Appendix J for the picture of STS brochures and stand)*.

3) **Speech-to-Speech (STS) Outreach Program**

We have two Speech-to-Speech (STS) Outreach Specialists and we are the first state to have STS Outreach Specialist that focus only on STS services. Both of the Specialists travel across North Carolina to educate people who have speech disabilities along with their families, workers and friends. They go over a variety of support groups, walk-a-thon events and state organization conferences such as NC Speech Hearing Language Association and Brian Injury Association of NC. We also place STS program book advertisement at conferences and events as well. *(See Appendix J)* One of our STS Outreach Specialists, who is a veteran, has gained access to different military bases and hospitals to educate them about STS Service as well. Many Army troops returning from Iraq or Afghanistan have lost their hearing or speech and have benefited from our relay services immensely. This Outreach Specialist has been able to offer presentations to local military entities and their families, support groups, Veteran hospitals and agencies throughout NC to increase awareness *(See the Speech- to- Speech flyer under Appendix J)*. We also provide information on Captel and RCC.

4) **Relay NC Website**
Relay NC revamped its website to create a new look and make it easier to navigate. The contents are more clear and concise for easier learning and a clear understanding of its contents. The home page shows twelve icons which are divided into different categories so the reader can go straight to the specific category they are interested in and obtain more in-depth information. The new website has more colors which is attractive to the audience (*See the Appendix J for snapshots of the Relay NC website).*

5) **RCC Outreach Program**

We created RCC flyers and have passed them out at various tradeshows and conferences *(See appendix J for a copies of the flyer)*. The Account Manager for NC has provided RCC presentations at different schools and agencies as well as provided demonstrations on how RCC works. We also placed RCC program book advertisements at different events that target deaf, deaf-blind and people with speech disabilities. (*See the copy of RCC program book advertisement at Appendix J.*)

6) **Deaf and Deaf-Blind Outreach Program**
We have Relay NC contractors that go to local deaf clubs, deaf organizations and deaf events to man exhibit booths. They explain the different kinds of relay services that are available under Relay NC. They have distributed brochures, such as our new zigzag Relay NC brochures for adults and Relay NC coloring book for children. *(See the copy of Relay NC brochure and Relay NC coloring book under Appendix J)*

7) Relay NC Road Tour

Relay NC developed a road tour that hit 14 cities in North Carolina. The purpose for this event was to outreach to consumers in areas throughout the state and give them the chance to learn about the services. *(See appendix J for the Road Tour 2008 flyer)*

Below are highlights of the Outreach Program for CapTel:

1) <u>CapTel NC Media Outreach</u>
Between the years 2008 through 2012, CapTel NC expanded its outreach to include new advertisements, presentations with untapped markets such as Baby Boomers and Caregivers of Elderly, and exhibits at new venues.

<u>CapTel NC Advertisements:</u>
Newspapers and Magazines geared to baby boomers and seniors have been useful in outreaching to this segment audience. CapTel NC has been advertising in Boom magazine, Outreach NC, Senior Living as well as several statewide mass newspaper inserts. Newspaper inserts have been used in a Spring and Fall campaign, with a total of 1,058,309 CapTel flyers distributed statewide. There was also a huge direct mail campaign with Val Pak that was utilized, with postcards created and mailed to consumers. This outreach method has increased calls for demonstrations on CapTel. *(See Appendix J for the picture of CapTel Ad)*.

<u>CapTel NC and PSAs:</u>
Television Public Service Announcement
CapTel NC promoted the CapTel product and service by broadcasting a public service announcement (PSA) on television that also included a production of the first PSA that incorporated Veterans and people with diversity. The PSA, which broadcast Relay North Carolina's website address for information, was aired on The Weather Channel and during popular programs such as: Good Morning Amercia, The View, Oprah, Dr Phil, Live with Regis and Kelly, Today, News shows. *(See Appendix J for the snapshot of the PSA)*.

2) <u>CapTel NC and Senior outreach</u>
CapTel NC has collaborated with Area on Aging to work with senior centers to help increase awareness on telecommunication services. CapTel Stands with brochures were devised to install in lobbies and recreation areas that allow people request for information and a free demonstration with a readymade post card. A mass mailing was sent to 264 senior centers, and 278 retirement homes to set up a CapTel stand with information. CapTel NC has been incorporated in the Senior Center listserve under the Area on Aging

program, which allows email blasts sent to all the managers with requests for presentations and provide updates on the product. Providing exhibits at health fairs is another successful marketing strategy that enables this target population to gain access to learning about CapTel and VCO. *(See Appendix J for the picture of CapTel NC brochures and stand).*

3) <u>CapTel NC and Veterans outreach</u>

CapTel NC has initiated outreach with this specific population. CapTel Stands were sent to 209 VFW posts for their use. Account Manager has worked with veterans support groups and organizations to provide workshops on CapTel. A veteran's ad was developed and advertised during veterans day. *(See Appendix J for the picture of Veteran Ad).*

4) <u>CapTel</u> NC and Marketing

CapTel NC created its very own logo, to allow a connection with a program that was established for specifically for those with a hearing loss who prefer to voice for themselves but can't follow speech on the telephone. The word Relay has no meaning for some of them and for others, its connection is associated with Deaf related services. CapTel NC devised a logo that has since been used on all marketing materials, shirts for Account Manager as well as CapTel Consultants, exhibit displays and promotional items. People are recognizing the logo brand with the service and phone. It has been the first state CapTel logo developed for this program. *(See Appendix J for the picture of CapTel NC Logo).*   In addition, CapTel NC has designed the first CapTel NC coloring book, geared to educate younger children the benefits of using a phone to help people with a hearing loss. *(See Appendix J for the pictures of CapTel NC coloring book).*

5) The CapTel Consultants

The CapTel Consultants program was designed to meet the needs of end users who were not traditionally tech savvy and desired additional assistance with installation and training on their CapTel phone. North Carolina was the first state to establish the Consultant program for 1:1 training, which expanded to other Sprint CapTel states. CapTel NC has currently 7 Consultants who work statewide to provide these services for those requesting help. While their initial role is to provide installation and training, their duties expanded the last five years to include presentations and exhibits to promote CapTel NC statewide. *(See Appendix J for the pictures of CapTel Consultant Badges, Cheat Sheet, Free Installation Ad).*

C.4 Rates

§64.604 (4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination

Relay NC users are not charged more for services than for those charges paid by standard "voice" telephone users. TRS users, who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. Sprint offers 50% discount on TRS interstate rates at all times. The caller will only be billed for conversation time. Those users, who select a preferred interstate carrier via the Relay NC COC list, will be rated and invoiced by the selected interstate carrier.

C.5 Jurisdictional Separation of Costs

§64.604 (5) Jurisdictional separation of costs—(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended (ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

All Relay NC relay intrastate and interstate minutes are reported separately to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, Sprint deducts minutes for which the Rolka Loube Saltzer Associates (RLSA), the Interstate Telecommunications Relay Services (TRS) Fund (Fund) administrator, reimburses. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, states only receive a 51% deduction for Toll Free and 900 minutes for which RLSA reimburses. For RSLA reimbursement, Sprint uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to RSLA for reimbursement.

Below is the language from statue law that explains how North Carolina established the programs and authority to oversee the state's relay.

(e)   Administration of Service. – The Department of Health and Human Services shall administer the statewide telecommunications relay service program, including its establishment, operation, and promotion. The Department may contract out the provision of this service for four-year periods to one or more service providers, using the provisions of G.S. 143-129. The Department shall administer the Regional Resource Centers within the Division of Services for the Deaf and the Hard of Hearing in accordance with G.S. 143B-216.33, G.S. 143B-216.34, and Chapter 8B of the General Statues.

(g)   Reporting Requirement. – The Commission shall, after consulting with the Department of Health and Human Services, develop a format and filing schedule for a comprehensive financial and operational report on the telecommunications relay service program. The Department of Health and Human Services shall thereafter prepare and file these reports as required by the Commission with the Commission and the Public Staff. The Department shall also be required to report to the Revenue Laws Study Committee.

(h)   Power to Regulate. – The Commission shall have the same power to regulate the operation   of the telecommunications relay service program as it has to regulate any public utility subject to the provisions of this Chapter.

Telecommunications Relay Fund

§64.604 (c)(5)(iii) through §64.604 (c)(iii)((M) does not pertain to State programs. However, the state of North Carolina contracts with Sprint who contribute and collect interstate funds through RLSA. It is the State's understanding that Sprint complies with the appropriate mandates under this section.

§64.604 (c) (7) (N) (1-4) pertain to VRS providers. The State of North Carolina does not provide VRS services, does not contract to provide VRS services and is exempt from this section..

C.6 Complaints

§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

Relay NC works in conjunction with the TRS provider, Sprint, to establish a complaint resolution procedure to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint.   The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.

- Resolve complaints with Communication Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The state-assigned Relay Program Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer. North Carolina customers also have the option of calling Sprint's 24-hour Customer Service department (1-800-676-3777), the Sprint Relay Program Manager or the Division of Services for the Deaf and the Hard of Hearing to file complaints or commendations.

Relay NC has adopted the informal FCC procedure of closing all complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed. Relay NC submits all complaints from June 1-May 31st to the FCC by the annual July 1st deadline. To see copies of the Complaint Log Summaries from 2008 through 2012, please refer to Appendix L.

C.7 Treatment of TRS Customer Info

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

Relay NC, through Sprint's Customer Preference Database, includes type of call, billing information, speed dialing, slow typing, carrier of choice, emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes in customers' profiles. At the end of the ensuing contract(s) Sprint will transfer all TRS database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

Sprint does not use customer information for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Sprint will not be sell, distribute, share or reveal in any other way by the relay center or its employees, unless compelled to do so by lawful order.

§64.606 State Certification

3(b)(1) Requirements for state certification. After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation: (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604; (ii) Establishes that the state program makes available adequate procedures and

remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

Below is the language from statue law that explain how Relay NC was established and the empowerment of relay services.

(a) Finding. – The General Assembly finds and declares that it is in the public interest to provide access to public telecommunications services for hearing impaired or speech impaired persons, including those who also have vision impairment, and that a statewide telecommunications relay service for telephone service should be established.

Below is the language from statue law that explains how North Carolina collects funds from customers and how they are informed of these changes. The current surcharge is 11 cents which it is effective on February 2011. The surcharge before that time was 7 cents. See Appendix N.

(b) Authority to Require Surcharge. – The Commission shall require local service providers to impose a monthly surcharge on all residential and business local exchange access facilities to fund a statewide telecommunications relay service by which hearing impaired or speech impaired persons, including those who also have vision impairment, may communicate with others by telephone. This surcharge, however, may not be imposed on participants in the Subscriber Line Charge Waiver Program or the Link-up Carolina Program established by the Commission. This surcharge, and long distance revenues collected under subsection (f) of this section are not includable in gross receipts subject to the franchise tax levied under G.S. 105-120 or the sales tax levied under G.S. 105-164.4.

(c) Specification of Surcharge. – The Department of Health and Human Services shall initiate a telecommunications relay service by filing a petition with the Commission requesting the service and detailing initial projected required funding. The Commission shall, after giving notice and an opportunity to be heard to other interested parties, set the initial monthly surcharge based upon the amount of funding necessary to implement and operate the service, including a reasonable margin for a reserve. The surcharge shall be identified on customer bills as a special surcharge for provision of a telecommunications relay service for hearing impaired and speech impaired persons. The Commission may, upon petition of any interested party, and after giving notice and an opportunity to be heard to other interested parties, revise the surcharge from time to time if the funding requirements change. In no event shall the surcharge exceed twenty-five cents (25¢) per month for each exchange access facility.

Relay NC was approved for TRS Certification Renewal by the FCC in 2008. For a copy of this letter, please see Appendix O.

§64.606(f) Notification of substantive change. (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

The only substantive change was in TRS administrator, who is now Mark Whisenant, which was effective in September 2012. Please refer to Appendix P with regards to this substantive change.

Appendix A:
FCC TRS Public Notice
July 25, 2012

PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

DA 12-1187
July 25, 2012

CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE TELECOMMUNICATIONS RELAY SERVICE PROGRAMS TO SEEK RECERTIFICATION

CG Docket No. 03-123

This Public Notice alerts states and territories that the certifications that they now hold for the provision of telecommunications relay services (TRS) will expire on July 26, 2013.[1] Under the Federal Communications Commission's (Commission's) TRS regulations, each state or territory may file an application for "renewal" of its certification one year prior to expiration, *i.e.,* beginning on July 26, 2012.[2] Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2012, to give the Commission sufficient time to review and rule on the applications prior to the expiration of the existing certifications.

Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA),[3] codified at Section 225 of the Communications Act of 1934, as amended (Act).[4] TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.[5] Under the Act, the Commission must ensure the provision of TRS that is functionally

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[1] As amended by Section 103(a) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (CVAA), TRS is defined as "telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a speech disability to communicate using voice communication services by wire or radio." Pub. L. No. 111-260, 124 Stat. 2751, *technical amendments*, Pub. L. No. 111-265, 124 Stat. 2795 (Oct. 8, 2010) § 103(a), codified at 47 U.S.C. § 225(a)(3). *See also Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, 19 FCC Rcd 12475, 12479, ¶ 3 n.18 (2004) (describing how a traditional TRS call works).

[2] 47 C.F.R. § 64.606(c)(1). Since 1993, the Commission has granted states certification to operate their own TRS programs in five year increments. The Consumer and Governmental Affairs Bureau, under delegated authority, issued its last round of certification grants in July 2008.

[3] Pub. L. No. 101-336, 104 Stat. 327 (July 26, 1990).

[4] 47 U.S.C. § 225.

[5] 47 U.S.C. § 225(a)(3).

equivalent to voice telephone service.[6] The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.[7]

Under Section 225, states wishing to establish their own TRS programs for the provision of intrastate and interstate TRS over the public switched telephone network may receive Commission certification to do so.[8] All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and Speech-to-Speech relay (STS) service.[9] States may also offer captioned telephone relay service (CTS). States seeking renewal of their certification must include information about each of these services in their applications so that the Commission can ensure that the provision of these services is consistent with its rules and that the state is exercising responsibility for oversight of these services.[10]

Specifically, in order to obtain certification, a state must submit documentation to the Commission that describes its relay program and include its procedures and remedies for enforcing any requirements that the program may impose.[11] In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.[12] The Commission's TRS regulations explain that documentation should be submitted in narrative form, and that the Commission shall give the public notice of such applications.[13]

The state certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. Applications for certification will be reviewed to determine whether each state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission's rules.[14] If the program exceeds the mandatory minimum standards, the state must establish

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[6] 47 U.S.C. § 225(a)(3).

[7] *See* 47 C.F.R. §64.604.

[8] Although state TRS programs may offer interstate as well as intrastate TRS, only the costs associated with the provision of intrastate TRS are recovered from the state. *See* 47 U.S.C. §225(d)(3). States with certified TRS programs may allow TRS providers operating under their programs to recover such costs by a method consistent with the jurisdictional separation of costs requirements of Section 225. *See id.* Costs associated with the provision of interstate TRS are recovered from subscribers of interstate and Voice over Internet Protocol (VoIP) service, and such providers are reimbursed through the TRS Interstate Fund. *Id.* In October 2011, the Commission adopted rules to implement Section 103(b) of the CVAA, requiring interconnected and non-interconnected VoIP service providers to participate in and contribute to the TRS Fund. *See* CVAA § 715; 47 U.S.C. § 616; *Contributions to the Telecommunications Relay Service Fund*, CG Docket No. 11-47, Report and Order, 26 FCC Rcd 14532 (2011).

[9] *See* 47 C.F.R. § 64.603.

[10] Since 2003, CTS has been a non-mandatory type of TRS that is eligible for compensation from the states for intrastate calls and from the Interstate TRS Fund for interstate or IP-based CTS calls. *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CC Docket No. 98-67, Declaratory Ruling, 18 FCC Rcd 16121 (2003). If a state does not offer CTS, it need not submit documentation in its certification application pertaining to this service.

[11] 47 U.S.C. § 225(f); 47 C.F.R. § 64.606(a).

[12] 47 C.F.R. § 64.606(b)(1)(ii).

[13] 47 C.F.R. § 64.606(a).

[14] 47 U.S.C. § 225(f)(2)(A). See 47 C.F.R. § 64.604.

that the program does not conflict with federal law.[15] In addition, applications will be reviewed to ensure that each state TRS program makes available adequate procedures and remedies for enforcing the requirements of each state's program.[16]

PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123 and be captioned "TRS State Certification Application."

Electronic Filers: Filings may be filed electronically using the Internet by accessing the Commission's electronic comment filing system (ECFS): http://apps.fcc.gov/ecfs//. Follow the instructions provided on the website for submitting electronic filings. For ECFS filers, in completing the transmittal screen, filers should include their full name, U.S. Postal service mailing address, and **CG Docket No. 03-123**.

Paper Filers: Parties who choose to submit by paper must submit an original and one copy of each filing. To expedite the processing of the applications, parties submitting by paper are encouraged to submit an additional copy to Attn: Dana Wilson, Federal Communications Commission, Consumer and Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C418, Washington, DC 20554 or by email at Dana.Wilson@fcc.gov. Parties should also submit electronic disk copies of their certification filing. The electronic media should be submitted in "read-only" mode and must be clearly labeled with the state's name, the filing date and captioned "TRS Certification Application."

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission. All hand-delivered or messenger-delivered paper filing for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743. U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12th Street, SW, Washington, DC 20554.

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[15] *See* 47 C.F.R. § 64.606(b)(1)(iii).

[16] 47 U.S.C. § 225(f)(2)(B).

SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE

DATE	ITEM	FCC ACTION
Beginning July 2012	Commission issues Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.
July 2012 – May 2013	Commission reviews applications for TRS recertification for compliance with 47 C.F.R. §§ 64.604 and 64.606.	If necessary, Commission sends deficiency letters requesting additional information from states to confirm compliance with the TRS mandatory minimum standards and other certification requirements.
May - July 2013		Commission issues Public Notices and Letter Orders of certification renewals.

ADDITIONAL INFORMATION

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. These documents also may be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW, Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their web site: www.bcpiweb.com or by calling (202) 488-5300. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at http://apps.fcc.gov/ecfs// (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* also can be downloaded in Word or Portable Document Format (PDF) at: http://transition.fcc.gov/cgb/dro/trs.html.

For further information regarding this *Public Notice*, please contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, at (202) 418-2247 (voice), (202) 418-2297 (TTY), or e-mail at Dana.Wilson@fcc.gov**.**

Appendix B:
Sprint TRS, STS, CapTel Training Outlines

Appendix B: Sprint Training of CAs

TRS TRAINING SCHEDULE		
DAY 1	Welcome Packet/Important Numbers/Confidentiality Forms Building Tour, Lockers, Keycard check, Login Numbers Training Goals and Expectations What is Relay? Video: Making the Right Connection How We Got Here – Orientation - Why we're here. Contract Information Introduction of Training Workbooks TTY Overview/Abbreviations, Descriptive Words/Background Noises	ASL Introduction – ASL Workbooks Overview of System and Equipment Skills i.e. Typing, talking, listening, reading Enter Tour Preferences: Admin Presentation Connecting to Relay Headset Orientation Basic Call Processing Procedures (TTY - Voice) Observe Calls *Typing Practice/Tests if necessary
DAY 2	(TTY – Voice) – continued Role Play Introduction Review (TTY - Voice) TTY - VOICE PRACTICE Phone Image/Rudeness Detachment Expressive Typing Variations Deaf Culture: Quiz about Deafness	Observe Calls Continue Call Processing (Voice - TTY) Administer Spelling Test VOICE - TTY PRACTICE HR – Orientation presentation Review for Test #1 *Typing Practice/Tests if necessary
DAY 3	Review – Variations Branding Recording Feature Answering Machines/Answering Machine Retrieval (AMR) Control D Feature/ Pagers Voice Mail	Pagers/Beepers Deaf Culture: Deaf Timeline Practice Role Plays Observe Administer Test #1 *Typing Practice/Tests if necessary
DAY 4	VCO - Non-Branded VCO - Branded Practice Role Plays Privacy Feature (VCO) VCO Answering Machines Voice to VCO Two Line VCO	Variations Practice Role Plays Desensitization Observe Review for Test #2 Typing Practice/Tests if necessary
DAY 5	Review Surveys (TTY - Voice and Voice- TTY)/ Observe Billing/ Immediate Credit Prepaid Calling Cards Roaming	Deaf Culture: ASL Worksheets ASL Workbook Practice Role Plays Administer Test #2 *Typing Practice/Tests if necessary
DAY 6	Review Changing CAs - Video and Call Takeover Process Directory Assistance Sprint International/ 900 calls HCO - Non Branded HCO - Branded Voice - HCO HCO Answering Machines	Practice Role Plays ASL Translation – Presentation by staff interpreter or individual with experience Observe - Type Review for Test #3 HR - Benefits *Typing Practice/Tests if necessary
Day 7	Review Practice Role Plays Customer Service Operator Services for the Deaf (OSD)	Device to Device Administer Test #3 Observe - Talk *Typing Practice/Tests if necessary
DAY 8	Review Practice Role Plays - VCO Final - VCO Surveys/ Observe ASL Translation Customer Database (CDB) Features	Emergency/ Threats Help Screen Review Take Calls - assisted Review for Test #4 *Typing Practice/Tests if necessary

TRS TRAINING SCHEDULE		
DAY 9	Review Variations Practice Role Plays Return ASL Workbooks and Discussion Adherence/Trades/OT - OA Presentation	Administer Test #4 Overview of Federal Relay Take FRS Calls - assisted Review for Test #5 *Typing Practice/Tests if necessary
DAY 10	Administer Test #5 Final Review/ Questions & Answers Detachment Life After Training Complete Typing Tests if necessary	Graduation Take Calls Take digital pictures for Sprint ID Badge

Figure 1 - TRS CA Training Schedule

Topics Covered During Training

The following is a comprehensive list of all training topics covered by Sprint during initial training.

TRAINING TOPICS		
Orientation	Welcome and Introductions Introduction to Each Other Sprint Nextel Corporation (or Vendor Company) Sprint ahead Values Sprint Nextel Overview History of Sprint Corporation Founders Long Distance Local Telecommunications PCS	Internet Services Product Distribution The Sprint Campus The Sprint Nextel Merger Telecommunications Relay Service What is Relay? Relay Agent Training Relay- Connect to Your Future Video Observation Guidelines How a Call Reaches Sprint Nextel Relay

Connecting to Relay	The Role of a Relay Agent
	Connecting to Relay
	711
	Dedicated Toll-Free Numbers
	Equipment
	TTY
	TTY Basics
	TTY Etiquette
	Closing a Conversation
	Agent Responsibility
	Call Set Up
	Call Closing
	TTY to Voice Closing a Conversation
	Operator Role Closure
	Operator Close Protocol Guide:
	Disallowed Calls
	Glossary of Abbreviations and Terms
	TTY Practice Session
	Auto-Corrected Abbreviations
	Standard Abbreviations
	Typing Variations
	Internet Characters
	Non-Baudot Supported Characters
	Verbatim - Style
	Contraction Spelling
	Punctuation
	Agent/Operator Role
	SKSK
	Background Noises While TTY user is Typing
	Typing Monetary Units
		Sprint IP User Connects to Agent but wants
		    Customer Service
		Sprint IP Two Line VCO
		FRSO- Federal Relay Service Online
		FRSO call processing
		FRSO Reporting
		FRSO variations
		Sprint IP/FRSO International Calling
		Sprint IP/FRSO Variations
		Sprint IP/FRSO Fast Busy
		Sprint IP/FRSO Two Line VCO
		Sprint IP/FRSO Conversation Lag Time
		Sprint IP/FRSO Interrupts
		Voice to AIM (AOL)
		VM Greeting
		Voice to AIM procedures
		Voice to AIM variations
		Blocked screen names - suspect
		    international locations.
		Cellular and Wireless Phones
		Video Relay Service
		Blackberry Devices and Pagers
		TTY Public Payphone
		Sprint National Relay
		Sprint International (SI)
		Inbound international calling
		Sprint International Variations
		Non-Standard TTY
		Outbound International calling
		Transfer Menu

TRAINING TOPICS		
	711	Reseller call processing
	TTY Garble During Typing	CapTel
	XXX to Correct Typing Error	Relay to CapTel
	Other Communication Devices	CapTel to Relay
	Data Transmission Speed	CapTel Transfers
	Turbo Code	Dedicated State CapTel Transfer
	Turbo Code Interrupt	Alternate Languages
	Enhanced Turbo Dial Through - (ETurbo)	Spanish Language Customer Service
	Disable Turbo Code Mode	Relay Caller ID
	ASCII - American Standard Code Information Interchange	True Caller ID
	ASCII Interrupts	Per Call Block
	Sprint IP - Internet Relay	Per Line Block
	Sprint IP call processing	Permanent Call Blocking
	Internet Relay variations	Caller ID Blocking - True Caller ID – SS7
	Sprint IP RELAY: Internet & IM access	Connecting Variations
	'GA' is optional	Misdialed Relay Phrase
	Sprint IP Standard Service Explanation	Dialed 711 Instead of 911
	Text Flow	711 Spanish
	Interruptions without garble	Request for Relay Numbers
	Conversational flow	Cellular/Wireless problem reaching 711
	ASL Emoticons – Smileys – Text Message Abbreviations	611/811 (LEC Service Access)
	IP Acronyms	700
	Sprint IP Variations	900 Numbers and Call Processing
	911 Emergency Calls	Correctional Facility/Prison Calls
	Spanish and French Language Service	FAQS on the Use of Relay through Correctional Facilities:
	International calling restrictions	Correctional Facility Call Processing
	Sprint IP	Relay Abuse
	Correctional facilities/Jails	
	Info Digit list	
Overview of System and Equipment	System Overview	Dial Window
	Login/Logout	Scratch Pad
	Agent Profile	Transfer Panel
	The Mouse	Headset Panel
	Clicking the Mouse	Status Bar
	Dragging/Dropping	Record Feature
	Copy/Paste	Function Keys
	Drop Down Boxes	Block
	Lists	Ctrl-Switch
	Radio Button	Switch
	Scroll Bars	The Keyboard
	Sliders	Alpha Keys
	Tables	Function Keys
	Tables	Call Handling Keys
	Accessing a Program	Numeric Keys
	Screen Displays	Cursor Movement Keys
	Call Handling Screen	Arrow Keys
	Title Bar	Backspace
	Banner	Error Correction Function
	Conversation Area	Single Word Edit Function
	Disconnect Message Status	Word Substitution Feature
	Color Scheme	Macros Table
	Agent Text Transmission	Function Keys
	Cancel Key	Ctrl-Function Keys
	Information Bar	Glossary of Telephony Terms
	Profile	Background Noises
	Help	Voice Tones/Descriptive Words
	Call Type	Standard Abbreviations
Phone Image	Professional Phone Image	Voice Person Speaking in 3rd Person

TRAINING TOPICS		
(Tone of Voice)	How phone image is created Provide warm and friendly greeting Conversational Tone Voice Inflection Audibility and breath control Pitch Quality Operator Role Relay Role Relay Skills Conversational Flow Staying focused Listening skills Customer service skill Coping skills Phrases Background Noises Voice Tones/Descriptive Words Transparency and Caller Control	Pacing the Voice Customer Brief pacing phrases Repeating information Voice Customer does not say "GA Handling Interruptions Voice Tone How Phone Image is Created Provide a Warm Greeting Why Conversational Tone? Transparency, Caller Control & Confidentiality Rudeness, Types of Create an Exceptional Customer Experience Greeting Announce Closing Suggested Redirect Phrases
TTY to Voice and Voice to TTY	TTY to Voice Introduction Connecting to the outbound customer Announcement Explanation of service Deaf or hard of hearing Explanation International Announcement TTY to Voice Procedures TTY to Voice Specific Person Request Variations Specific Person Request TTY to Voice Answered TTY Voice Person Not Available TTY to TTY Call Release TTY to Voice Ans. TTY (TTY to TTY) TTY to TTY Specific Person Request TTY to Voice No Answer Types of Busy Signals Redialing	TTY to Voice Busy Signals Regional 800 Voice to TTY Voice to TTY Introduction Connecting to the outbound customer Voice Greeting Vice call progress Announcement Voice to TTY call (Hearing Person Answer) Explanation of service Voice to TTY Procedures Voice to TTY Specific Person Request Voice to TTY Answered Voice Voice to TTY No Answer Voice to TTY Busy Signal
Branding	Inbound Answer Type Branding Database Branding	Branding procedures
Recordings, Answering Machines, Pagers and AMR	Introduction Recording Feature Information Line Recording (TTY/Voice) Touch Tone Dialing Using Touch Tones (TTY/Voice) Audio text interaction Variations for Recordings Record Feature Tips TTY-Voice Recordings TTY-Voice Recording Information TTY-Voice Answering Machine Variations: Ans Mach/Recording/Pagers Voice Mail Retrieval	AMR (Answering Machine Retrieval) TTY-Voice Pager/Beeper (known) TTY-Voice Pager/Beeper (unknown) Voice to TTY Pager Voice to TTY Answering Machine Other Recording Variations Voice Mail System Privacy Manager/Call Intercept Automatic Redial System Recordings Switchboards Redialing Voicemail thru Switchboard TTY-Voice Asking for Specific Person Live person On Ans Mach Redial
VCO (Voice Carry Over)	VCO Introduction VCO Announcement VCO Service Explanation VCO Equipment Non-Branded VCO Branded VCO VCO No Answer VCO Busy VCO Privacy	Reverse Two-Line VCO Intro Reverse Two-Line VCO Procedure VCO Variations VCO comes in Voice Line 2LVCO Conference Calls VCO Requests Relay to give Relay # VCO Privacy while leaving message VCO Voice Mail Retrieval 2LVCO Voice Mail Retrieval

TRAINING TOPICS		
	VCO Answering Machine Voice to VCO Answered TTY Voice to VCO Answered VCO Two-Line VCO (2LVCO) Intro Two-Line VCO (2LVCO) Procedure	VCO Types and Voices Inbound Customer Requests VCO/HCO VCO Requests CA gives name in notes
Billing	Introduction Local call description Paid by Inbound Over Sprint Network Toll Free Calls Calls that Cannot Be Processed COC (Carrier of Choice) Paid by Inbound Paid by Inbound Alternate Carrier of Choice Alternate Billing (Intro) Billing Options Collect FONCard (Sprint) Description LEC calling card Other long distance calling card Paid by Inbound Third Party Carrier of Choice Pre-paid calling cards Billing Procedures Calling Cards Paid Billing with COC (TTY-Voice) Paid Billing with COC (Voice-TTY) TTY/Voice Pre-Paid Calling Card/800 Card Voice/TTY Pre-Paid Calling Card/800 Card Voice-TTY Collect Specific Person Request	Calling Card -- TTY Originated Calling Card -- Voice Originated Collect Calls Collect Call Intro TTY-Voice Collect Specific Person Requested Person-to-Person Call Person-to-Person Call Processing Collect Call -- TTY-Voice Collect Call -- Voice/TTY Third Party Billing Third Party Billing Intro 3rd Party TTY-Voice Billing Voice Number 3rd Party TTY-Voice Billing TTY Number 3rd Party Voice-TTY Billing TTY Number Immediate Credit Inbound tells wrong # Agent dials wrong # Marine Roaming Feature Restricted Roaming Unrestricted Roaming Billing Variations
HCO (Hearing Carry Over)	HCO Intro HCO Announcement HCO Service Explanation Speech Disabled "S" Non-Branded HCO Branded HCO HCO with Privacy HCO No Answer HCO Busy HCO-Voice Answering Machine	Voice-HCO Answered Voice-HCO Answered TTY (1) (2) Voice-HCO recorded message answers Two-Line HCO (2LHCO) Intro Two-Line HCO Procedure Reverse Two-Line HCO HCO Variations Inbound requests VCO/HCO HCO User Requests to Speak
Customer Database	Enhanced Customer Database Profile Household Profile Edit Household Profile Navigating Customer Database Household Profile Panels Notes Frequently Dialed Numbers Personal Information Preferences COC Restrictions Blocked Emergency #s Speech to Speech STS Messages	Customer Profile Introduction Use/Edit/New/Delete Customer Profile Verify Customer Password for Agent Verify Customer Password -- CSR Only Customer Profile Panels Personal Info Notes Frequently Dialed #s Preferences Emergency #s Speech to Speech STS Messages Database Profile Macros
Directory Assistance	DA Intro Interstate Directory Assistance Intrastate Directory Assistance Automated DA	Call Processing -- Calling from International Number Sprint International Variations Non-Standard TTY

TRAINING TOPICS		
	DA City& State Given; Area Code Unknown DA Variations Sprint International International Transfer Menu Call Processing -- Calling to International Number	Answered Foreign Language Transfer Menu 900 # Call Processing 211/311/511 Requests
Device to Device Calls	Device to Device Intro Function Keys and Banner Messages VCO to TTY and TTY to VCO VCO to VCO TTY to HCO and HCO to TTY	VCO to HCO and HCO to VCO HCO to HCO Device to Device Variations Alternate Call Type reaches recording

Call Processing
Variations
	CA information
	Area Code Only In From Number
	Conversational Flow
	Static or Poor Connection
	Profanity towards Agent
	Redialing
	Young Children
	Inbound Does Not Connect
	Inbound ASCII
	Charges Refused 800 Number
	Tone Judgments
	Repeating Information
	Restricted Calls
	Two calling from numbers
	LEC Service Office
	611/811
	Double Letters
	Call Waiting Feature
	Conference Calls
	Party Line Calls
	Three-Way Calling
	Hard of hearing Customer Ans TTY Line
	Spanish Calls to TX Sp Speaking Agents
	Request for Alternate Language
	Caller Types in Alternate Language
	Voice Customer Hangs Up During a Call
	Variable Time Stamp
	Customer Misdialed Phrase
	TTY Customer Hangs Up During a Call
	Non Standard TTY Capability
	Relaying Internet Characters
	TTY User Does Not Type GA
	Dispatch Calls – Pizza, Taxi, Carry-out
	Customer Referral Guidelines
	V-T Calls answered by Fax
	Customer Requests
	Holding for Inbound prior to out dial
	Request for Company Information
	Request for Information
	Request for M or F Agent
	Request Specific Agent
	Agent Knows Customer
	Request for Relay Number
	Customer Requests to Call Relay Service
	Request for Calling From Number
	Request Telephone Number Referral
	Request for Date/Time
	Customer Requests Agent to Modify Call
		Request for Length of Call
		Request Long Distance Information
		T-V Call and V Requests Supervisor Call
		    Backs for TTYs
		Multiple Calls
		Sensitive Topics
		Suicide
		Abuse
		Illegal Calls
		Answering Machines
		Hangs Up Before Message Left
		Do Not Type Recorded Messages
		Answering Machine Full
		Change Answering Machine Message
		VCO Requests Leave Message 1st out dial
		Leaving a Message V-TTY Ans V
		Retrieving Messages from TTY V Ans Mach
		TTY Screener
		Request to Leave TTY Message on Ans
		    Mach
		Recordings
		Regional 800
		TTY Requests "Dial That Number"
		Recording with Relay Option
		Alternate Call Recording Reached
		English/Spanish
		Pound
		Touch Tone Phone
		Advertisements
		Do Not Type Recordings
		Get Live Person/Rep
		Conversation Being Recorded
		Dial Number from Recorded Announcement
		VCO
		Conference Calls
		Leave Relay Number
		Voice Mail Retrieval
		VCO Types and Voices
		Prompting
		Data Transmission Box
		Prompting VCO on Hold
		Requests VCO/HCO
		HCO
		Requests VCO/HCO
		Alternate Call Type Recording
		Bridge Left Open

TRAINING TOPICS		
Call Take Over Procedures	FCC Rule Protocol and process flow TTY-Voice and Voice-TTY ASCII	VCO VCO to VCO HCO VCO-TTY and TTY-VCO
Customer Service	Functions Language Services	Procedures
OSD	Operator Services for the Deaf (OSD) Functions	OSD to TRS TRS to OSD
Transparency	Non-Emergency Calls Emergency Center Evacuation	Network Failure
Emergency Call Procedures	Emergency Calls Intro Emergency Services FCC Requirements Emergency Call Processing Emergency Reporting TTY-Emergency Voice-Emergency	TTY-Emergency TTY Call Release Internet-Emergency Internet (IP) Emergency Instant Messenger (IM) Emergency Emergency Call Processing Variations Emergency Form
Federal Relay Service	FRS Intro FRS Announcement FRS Service Explanation FRS Relay Procedures Federal Relay Service call types	FRS Confidentiality Policy FRS Customer Information Requests FRS Customer Contacts FRS Reporting
STS (Speech-to-Speech)	Speech To Speech Training Outline STS Introduction and History STS Description Disabilities Characteristics of STS users Stereotypes Clarifying Phrases Phrases to Avoid STS Phone Image STS Agent Tools Consistency Patience Ask Yes or No Questions No Personal Conversation Phrases You Can Use Speech to Speech Alphabet Transparency/Call Control/Confidentiality	Ways to Reduce/Streamline Notes Standard Abbreviations (STS) STS-Voice Voice-STS STS VCO-Voice Voice to STS VCO (TTY answer r) Voice to STS VCO (VCO answer) STS VCO -- 2 Line VCO TTY-STS STS-TTY Non-branded HCO to STS STS-HCO STS Hold Message STS Call Takeover Confidentiality and Transparency Personal Conversations requests Speech to Speech Variations
Healthy Detachment	Healthy Detachment Intro Objectives Survival Skills Relay Traps	Perception Ways to Reduce Stress Hospitality Phrases
Healthy Relay	A healthy approach toward Relay Introduction Objectives Ergonomics Stretching Exercises Agent Reinforcement Ergonomic Review	Setting up Workstation GUAM - Get Up and Move Ergonomic Relief Slowing the Customer Down Overtime Relaxation
Adult Learner	Understanding the Needs of the Adult Learner The Learning Continuum Use of Different Modalities Adult Learning - Edgar Dale's Cone of Experience Elements of Lesson Design Focus The Adult Learner Objective and Purpose Input	Modeling Checking For Understanding Guided Practice Independent Practice Summary Evaluation How to Give Effective Instruction Questioning Guidelines Feedback - Training and Coaching

TRAINING TOPICS		
		Technique Trust in Management
Assessing Performance	The Assessment Process in Training Assessment Time - What is involved? Practice Time Spelling Test Written tests Side by side evaluations Typing	Acceptable Time Frame Acceptable Is Relative Ways to "Coach" Feedback Maintain Self-esteem and Motivate Pass/Fail Guidelines Introduce Assessment Form Form Set-Up
Introduction to Diversified Culture	Introduction to Diversified Culture Objectives Who Uses Relay Understanding Our Customer Special Communication Needs Pathological vs. Cultural View of Deafness Characteristics of Deafness The Deaf Community	Why is there Deaf Culture? Attachments: What Do You Know About Deafness (Q) What Do You Know About Deafness (A) Myths About Deafness Two Views of Deafness Loudness Levels
Deaf Heritage	History in Europe History in North America Alexander Graham Bell	Edward Miner Gallaudet Oral / Combined Debate
The Deaf Community	Introduction to the Deaf Community National Association of the Deaf Contributions to Society Mainstreamed Schools	American Athletic Assn. of Deaf National Theatre of the Deaf Assistive Devices Gaining Acceptance in the Deaf Community
The Deaf Community	Sign Language Interpreters Different Communication Systems Exposure to English DEAF President Now Attitude Changes toward the Deaf Community	Changes in the Deaf Community Rules for Using a Sign Language Interpreter Interpreting Standards
American Sign Language Part 1	What is ASL? History of ASL ASL Recognized as Language	Rules of ASL Five Parameters of ASL English vs. ASL Idioms
American Sign Language Part 2	Evolution of ASL ASL Syntax	Translate ASL to English and Vice Versa
TTYPhony and TTY Courtesy	First Teletypewriter Evolution of the TTY Telecommunications Laws of Accessibility	TTY Courtesy Development of Relay Service Market
Hard of hearing and Late Deafened Customers	Hard of hearing and Late Deafened Customers Characteristics of Deaf Customers Assistive Devices for Deaf Customers	Establishment of Self Help for Hard-of-Hearing People (SHHH)(Now the 'Hearing Loss Association of America' (HLAA)) Relaying for Deaf Customers
Characteristics of late-deafened Customers	Establishment of Association of late-Deafened Adults (ALDA) Relaying for late-deafened Customers	Deaf-Blind, Speech-Challenged, Spanish Speaking and Hearing Customers
Characteristics of Deaf-Blind Customers	Assistive Devices for Deaf-Blind Customers Relaying for Deaf-Blind Customers	Deaf-Blind Pacing – allows the CA to slow down the transmission to the Braille machine
Characteristics of Relaying for other users	Speech-Challenged Customers Spanish-Speaking Customers	Hearing customers
Ethics and Confidentiality	Interpreting Standards The ADA and FCC regulations for the Provision of	TRS Rules – Operator Standards Relay Center Agreement Regarding

TRAINING TOPICS	
TRS Regulations pertaining to call content	Confidential Customer Information.

Appendix C:

TRS Pledge of Confidentiality

Agreement Regarding Confidential Information

SPRINT TRS RELAY CENTERS AGREEMENT REGARDING CONFIDENTIAL CUSTOMER INFORMATION

IN CONSIDERATION of: (1) my employment with Sprint/United Management Company or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation ("Sprint"), (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

1.   ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL. I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.

2.   NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TELECOMMUNICATIONS RELAY SERVICE CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES. I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.

3.   NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.

4.   NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.

5.   TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.

6.   I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.

7.   ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.

I have read and understand the Sprint Relay center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that

ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE DATE

MANAGER/SUPERVISOR SIGNATURE   DATE

CAPTEL CONFIDENTIALITY

Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A Captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn't their call) in a private area. Clarify before the conversation you wish to "vent" about a call.

The success of CapTel depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy. Any Captionist who breaks this policy will be disciplined, up to and including termination.

Confidentiality Policy

• I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.

• I will not act upon any information received while processing a CapTel call.

• I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.

- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.

- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.

- I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.

- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.

- I will not talk about consumers or call content with any fellow Captionists.

- I will not listen to or get involved in calls taken by fellow Captionists.

I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name

Date

Appendix D:
Sprint Carrier of Choice
Letter of Invitation

<insert date>

<insert carrier name>

<insert contact name>

<insert tel nbr or fax nbr>

<insert email address>

Re: <insert customer (end user name)>, <insert telephone number>

Thank you for your interest to complete <insert carrier name> Toll calls with Sprint Telecommunications Relay Service (TRS). As the default Toll carrier for processing relay calls in more than thirty-two states (32), Sprint currently transports the traffic of customers who have selected you as their Toll carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

Facility-based provider

1.	If you are a participating member at Sprint Carrier of Choice program, please disregard.

2.	If you are not a participating member at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Non-facility based provider

1.	If your underlying toll carrier is a participating member at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code and SS7 Transit Network Selector information. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.

2.	If your underlying toll carrier is not a participating member at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of SS7 trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below). You will need to provide Sprint with your toll carrier's SS7 Network Transit Selector information.

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1.	Your (or your underlying toll carrier) CIC codes and SS7 Transit Network Selector information associated with 1+, 0+, and 0- and International dialing must be loaded into the regional (and/or state) access tandems.

2.	You (or your underlying toll carrier) will need to support SS7 tandem interconnection.

3.	You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair 60, 66, and 67.

4.	If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note:	For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your Toll network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off Toll relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with

minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). Information obtained from the carriers will be used solely for the purpose of providing equal access for <insert carrier name> LD customers and shall be held proprietary.

Sprint welcomes your company's participation in our TRS Carrier of Choice program at no cost to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely Yours,

<insert name>

Program Manager, <insert state(s)>

Sprint Relay

CC: Michael Fingerhut, Federal Regulatory, Sprint

<insert name>, Program Manager, Sprint

Appendix E:
Disaster Recovery Plan

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Sprint's comprehensive Disaster Recovery Plan details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, Sprint's TRS network diagrams identifying where traffic will be rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation is the Sprint's Relay dynamic call routing that Sprint employs. During a major or minor service disruption, the Sprint's Relay dynamic call routing network feature bypasses the failed or degraded facility and immediately directs calls to the first available Relay Operator in any of Sprint's fully inter-linked TRS Call Centers. ROs are trained in advance to provide service to other States; the transfer of calls between Centers is transparent to users.

Beyond the Sprint's Relay dynamic call routing network, Sprint's TRS Disaster Recovery Plan details the steps that will be taken to deal with any Relay problem, and restore Telecommunications Relay service to its full operating level in the shortest possible time.

STATE NOTIFICATION PROCEDURE

To provide the State with the most complete and timely information on problems affecting Relay service, the trouble reporting procedure will include three levels of response:

➢ An immediate report (as defined in the contract)
➢ A 24-hour status report
➢ A comprehensive final report within 5 business days

Sprint will notify the designated representative of the State within fifteen minutes if a Relay service disruption of 30 minutes or longer occurs. The report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals that the problem has been corrected and that full Relay service has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Contract Administrator within five business days of return to normal operation. Examples of Relay service disruption include:

➢ TRS Switching System failure or malfunction
➢ Major transmission facility blockage of the last-leg circuits to the Relay Call Centers
➢ Threat to RO safety or other RO work stoppage
➢ Loss of RO position capabilities

Performance at each Sprint Relay Center is monitored continuously 24-hours-a-day, seven-days-a-week from Sprint's Service Assurance Monitoring Center (SAMC) in Overland Park, KS.

DISASTER RECOVERY PROCEDURES

If the problem is within a relay center, maintenance can usually be performed by the on-site technician, with assistance from Sprint's SAMC. If the problem occurs during non-business hours and requires on-site assistance, the SAMC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

TIME FRAMES FOR SERVICE RESTORATION

Complete or Partial Loss of Service Due to Sprint Relay Equipment or Facilities

- **Sprint Relay Call Center Equipment**

    A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day, a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.

- **Sprint or Telco Network**

    Facilities or an outage of facilities directly serving incoming TRS Relay calls will immediately be routed to one of the other Centers throughout the US. No inbound calls will be lost. Repair of Interexchange and Local Exchange fiber or network facilities typically requires less than eight hours.

- **Due to Utilities or Disaster at the Center**

    Immediate rerouting of traffic occurs with any large-scale Relay Center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint Relay equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.

- **Due to Telco Facilities Equipment**

    A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the relay call center. In this case, normal Sprint Relay traffic rerouting will apply.

TROUBLE REPORTING PROCEDURES

The following information is required when a user is reporting trouble:

- Service Description
- Callers Name
- Contact Number
- Calling to/Calling from, if applicable
- Description   of   the   trouble

Service disruptions or anomalies that are identified by users may be reported to the Sprint Relay Customer Service toll-free number at any time day or night, seven days a week. The Customer Service operator creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the SAMC will handle calls from the Customer Service RO 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's twelve sites across the United States TRS call centers to respond quickly to any event, including natural disasters.

MEAN TIME TO REPAIR (MTTR)

MTTR is defined and detailed in Tables 1 and 2:

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table 1 – Time to Investigate + Time to Repair + Time to Notify

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Table 2 – Current MTTR Objectives

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

ESCALATION PROCEDURES

If adequate results have not been achieved within two hours, the Contract Administrator or a user may escalate the report to the next level. The table below details the escalation levels.

Escalation Level	Contact	Phone

2	Regional Maintenance Manager	Office Phone Number (913-794-1130)
3	Senior Manager, Technical Staff	Office Phone Number 913-794-3603

Network Support Plan

NETWORK DESIGN

Sprint's service is provided over an all-fiber sophisticated management control networks that support backbone networks with digital switching architecture. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes.

A 100 percent fiber-optic network provides critical advantages over the other carriers. These advantages include:

Quality

Since voice and data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.

Economy

The overall quality, architecture, and advanced technology of digital fiber optics make transmission so dependable that it costs us less to maintain, thereby passing the savings on to our customers.

Expandability

As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.

Survivability

Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads.

> **Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to _____, and a competitive differentiation of the Sprint network.**

Network switched services are provided via 49 Southern Telecom DMS-250/300 switches at 29 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control Centers. These factors combine to assure outstanding network performance and reliability for the State.

NETWORK CRITERIA

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

Minimized "single points of failure" including:

➢ Diversification of all facilities' demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.

➢ Deployment of multiple switches at large switching Centers. This prevents a single switch outage from disabling the site.

➤ Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:

➤ Utilization of established plans to respond effectively to these outages.

➤ The capability to rapidly deploy network transmission facilities when needed.

➤ Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities.

FIBER BACKBONE LOOP TOPOLOGY AND RECONFIGURATION

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four-fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability.

SPRINT ROUTE OUTAGE PREVENTION PROGRAMS

Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operation's department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

- **Technician Program**

  Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

- **Fiber/Switch Trending Program**

  This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

NETWORK MANAGEMENT AND CONTROL SYSTEMS

Surveillance for the Sprint network is managed by the Network Operations Center located in Overland Park Kansas. In the event of a network problem causing customer degradation of service, Network Operations will notify the Service Assurance Management Center (SAMC) of Sprint's TRS Group. SAMC will then notify the appropriate PSC with a description of the problem and an estimated time of repair.

INBOUND CALL ROUTING

Sprint incorporates a dynamic routing system that continuously monitors circuit and RO availability to ensure calls are answered within the required time frames. This includes reporting for the long distance network and equipment, which many Relay providers are unable to provide, as well as reporting for the Relay network.

> **Sprint's inbound configuration ensures that if an issue is identified anywhere in the network, it will be promptly addressed and reported.**

The Call Monitoring Architecture diagram in the figure below depicts the standard inbound call path to Sprint's Relay Center. Unlike other Relay providers, Sprint monitors each leg of the inbound call path at the points shown to ensure the call reaches the Relay Center with little to no blocking.
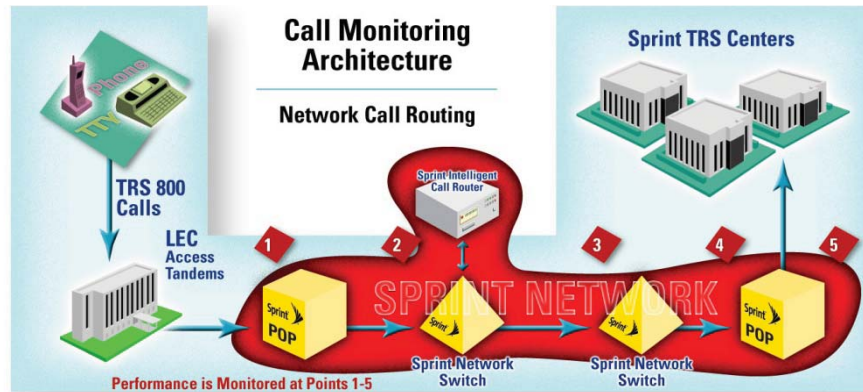
Call Monitoring Architecture Diagram

The Network Design Configuration for Outbound Calling in the figure below indicates the extensive complexity of Sprint's Relay platform, including standard call paths for local, intra-state, regional 800, and COC calls.
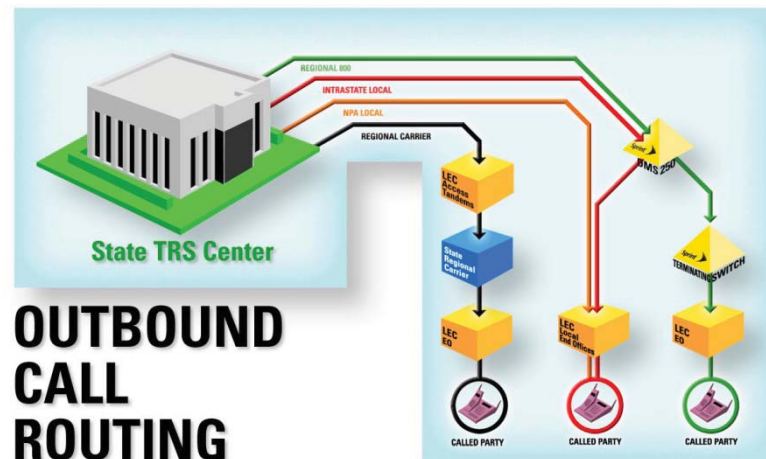
Outbound Routing Diagram

CapTel Disaster Recovery Plan

CAPTEL OUTAGE PREVENTION STATUS

Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 ROs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

SPRINT OUTAGE NOTIFICATION FROM CAPTEL CALL CENTER

Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

➢ A complete (100 percent) loss of the CapTel Service Center, OR

➢ Any partial loss of service in excess of 15 minutes that is service affecting. Examples of such a loss in service include:

■ An accidental switch rebooting

■ Loss of transmission facilities through the telephone network

■ Terrorist attack

■ Bomb threat or other work stoppage

■ Sudden loss of agent position capabilities.

■ Impact to minimum ASA / Speed of Answer times

■ Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

1.)   What time did the outage happen in CENTRAL TIME?

2.)   What caused it?

3.)   Which customers are (or were) impacted?

4.)   What is (was) the solution to restore service?

5.)   What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager	Dennis Selznick Product Innovation Manager	913-663-7278 Dennis.A.Selznick@sprint.com After Hours: getdennis@gmail.com (pager) 913-231-1386 (cell)
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com After Hours: 608-516-7517 (cell) 608-832-6233 (home)
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com After Hours: 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore	Relay Program Management Mgr	P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.E.Moore@sprint.com Pgr: jmoore45@sprintpcs.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager	Relay Program Manager	Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retailed at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

DISASTER RECOVERY FOLLOW-UP

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

DISASTER RECOVERY POST-MORTEM DOCUMENTATION

Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

1) What time did the outage happen in CENTRAL TIME?

2) What caused it?

3) Which customers are (or were) impacted?

4) What is (was) the solution to restore service?

5) What is the time that service will be (or was restored by) IN CENTRAL TIME?

6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

TIME FRAMES FOR SERVICE RESTORATION

🔲 Complete loss of service due to equipment

➢ Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

➢ Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

🔲 Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

🔲 Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

➢ Two hours at first level,
➢ Four hours at second level
➢ Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

🔲 Partial loss of service – Due to Equipment

➢ Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
➢ Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

🔲 Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

🔲 Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

➢ Eight hours at first level
➢ Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

- Callers Name

- Contact Number

- Calling to / Calling from if applicable

- Description of the trouble

- Customer service can also be reached by emailing captel@captelmail.com.

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service	Customer Service Agent	(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	(608) 441-8800 Pam.Frazier@captelmail.com
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

Table 46 – CapTel Customer Service Escalation Procedures

ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.
In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

Appendix F:

TRS Information in Telephone Directories

Services For Customers With Special Needs
Telecommunications Relay Service

OPERATOR/DIRECTORY ASSISTANCE

Call **1-800-855-4000** (TTY* only. Nationwide service is provided by Sprint.)

TELECOMMUNICATIONS RELAY SERVICE

You can now dial 7-1-1 to reach the North Carolina Telecommunications Relay Service (Relay North Carolina) 24 hours a day, every day. You may still contact Relay North Carolina by dialing the 800 numbers you currently use. These numbers are **1-800-735-2962** (TDD/TTY) and **1-877-735-8200** (Voice). TTY users should call Sprint Customer Service at **1-800-676-3777** (TTY and Voice) and request that Sprint brand their dedicated lines so that 7-1-1 TTY calls will be answered automatically. What is Relay North Carolina and how does it work? It is a service that relays a conversation between a person with a speech or hearing disability using a TDD/TTY (Text Telephone) and a hearing person using a regular telephone. The person using the TDD/TTY types his or her conversation and the message is relayed to the other party by a Relay Operator (RO). The RO then relays the hearing person's exact words by typing them back to the TDD/TTY user. All ROs have been specially trained to help conversations flow with ease and accuracy. All calls are handled with strictest confidentiality.

When calling the relay center, give the RO the number you would like to reach. They will connect the hearing person on a voice phone and the hearing/speech disabled person on a telecommunications device (TDD/TTY). The RO types the conversation on the TDD/TTY to one person, while speaking to the other person on a voice phone.

When receiving a call from the relay center, the RO will provide a brief explanation of the service if the person has not previously used TRS. Requests for a male/female RO are honored if the caller states such a preference.

There are no restrictions on the length or number of calls placed by relay users. Also, there are no additional fees or charges for calls. Expanded local and long distance calls are billed at reduced rates.

Voice/Hearing Carryover (VCO/HCO) is also available upon request. VCO gives the hearing disabled person, who is able to speak, the ability to talk directly to the caller. HCO gives a speech disabled person, who can hear, the ability to listen to the caller.

For PC users using the relay service, dial **1-888-762-2724** (RNC-ASCII) with the software settings as shown below:
- 300-1200 baud
- 8 bit
- No parity
- 1 stop bit
- Half Duplex

VIDEO RELAY INTERPRETING (VRI)

VRI IS A VIDEOCONFERENCING APPLICATION FOR COMPUTERS WITH A VIDEO SYSTEM. The American Sign Language (ASL) user dials the relay center and a certified interpreter appears on the user's computer. The ASL user communicates to the interpreter through the video while the interpreter dials out to the hearing party and relays the call in ASL.

For more information on Relay North Carolina, you may call the Relay Customer Service Center at **1-800-735-2962** (TDD/TTY) or **1-877-735-8200** (Voice) or Relay North Carolina Administration Office at **1-800-999-5737** (TTY & Voice) or **1-800-851-6099** (TTY & Voice).

PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

*Text Telephone

Appendix G:

Relay NC

Telephone Bill Inserts

frontier
Welcome to the New Frontier

Need–to–Know Information

Important billing information
When you provide a check, you authorize us either to use information from your check to make a one–time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1–877–462–7319. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Bankruptcy Information
If you are subject to pending bankruptcy proceedings or if you received a bankruptcy discharge, and if this statement includes charges for service prior to the filing of your bankruptcy petition, Frontier is providing the pre–bankruptcy charges for your information only and you should not pay those pre–bankruptcy charges. Please direct all correspondence concerning any bankruptcy to 19845 N US HWY 31, 2nd Floor, Westfield, IN 46074.

Avoid unauthorized charges on your bill
This bill may contain charges for services that you or other authorized individuals in your household have purchased from companies other than your local Frontier telephone company. Such charges appear in a separate section of your bill along with the name and toll–free number of the company providing the services.

Please review your bill carefully to be sure you are only being charged for authorized services. You may contact Frontier or the other provider at the number that appears in this bill to discuss these charges. Customers will not be required to pay Frontier for disputed charges, nor will disputed charges be sent to collection or result in adverse credit reports by Frontier.

If you do not want any charges from companies other than Frontier to be on your bill, contact Frontier at the toll–free number on your bill to request that a block be placed on your account. There is no cost for this service.

Credit Reporting
This is a required legal notice. If you fail to pay your bill, Frontier may submit a negative credit report to a credit reporting agency, which will negatively affect your credit report.

FRONTIER EXTENDS OFFICE HOURS
Residential customers can now contact Frontier at 877–462–8188 between the hours of 7AM – 10PM Eastern Time M–F and 8AM – 8PM Eastern Time Sat & Sun for Sales & Billing.

Notice of Rate Change
Effective April 1, 2011, the North Carolina Utilities Commission has increased the monthly "Telecommunications Relay Service" surcharge rate from $0.09 to $.11 per line. This rate is collected by Frontier to provide funding for regional resource centers within the Division of Services for the Deaf and Hard of Hearing. See Dual party relay.

News You Can Use

ELECTRONIC PAYMENTS
When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www .att.com

AT&T LD WEB NOTICE
REMINDER: Price & fee increase notices for certain services are provided by web only, at att.com/s-increasenotices: 1) Domestic/International (INTL) TRANSACTION-BASED SERVICES, 2) INTL MOBILE TERMINATION CHARGES (rates at att.com/mobileterm), and 3) Federal Universal Service Fund Charge (a DISCRETIONARY FEE). If you don't have web access, call the number on your long distance bill for rates/increase notices.

PAYMENT OPTIONS
Visit att.com to pay your AT&T bills online FREE of charge. Additional payment options can also be viewed online. Self-service is available anytime day or night by calling 1.888.757.6500 - just say "Pay My Bill". Payments made with an AT&T representative may be subject to a $5.00 payment convenience fee.

SURCHARGE INCREASE
Effective with telephone bills issued on or after April 1, 2011, the Telecommunications Relay Service (TRS) surcharge is $0.11 per access line, per month. On February 2, 2011, the North Carolina Utilities Commission authorized an increase in the monthly TRS surcharge amount from $0.09 to $0.11 to maintain adequate funding for the Telecommunications Resource Program (TRP) and for Regional Resource Centers within the Division of Services for the Deaf and Hard of Hearing. TRP is a program within the North Carolina Department of Health and Human Services consisting of a telecommunications relay service that enables persons with hearing, speech and vision impairments to communicate with others by telephone and an equipment distribution program. Regional Resource Centers provide a wide spectrum of services, including: (1) advocacy, consultation, workshops and training on a wide variety of topics pertaining to hearing loss; (2) communication support; (3) information and referral services; (4) assistance with selection, application for and set-up of equipment, training, and technical assistance as part of the equipment distribution service; and (5) outreach regarding available resources.

NCUC CONTACTS
If you are unable to resolve your concerns through AT&T, you may contact the North Carolina Utilities Commission - Public Staff Consumer Services Division by email at consumer.services@psncuc.nc.gov, by calling 1.866.380.9816 or on their website at www.pubstaff.commerce.state.nc.us/pscons/pscons.htm.

RETURNED CHECK
An important part of AT&T's commitment to our valued customers is keeping you informed of policies that may affect your account. If a check is returned to AT&T from your financial institution, a returned check fee up to the amount permitted by law may be charged to your account.

SERVICE INFORMATION
Your local services are provided by AT&T North Carolina (BellSouth Telecommunications, Inc.). Your AT&T long distance services, if any, are provided by one or more of the following AT&T Inc. subsidiaries: AT&T Long Distance Service (BellSouth Long Distance, Inc.), AT&T Communications of the Southern States, LLC, and/or AT&T Corp. You can find the name of your long distance service provider in the long distance section of your bill. To view your provider's service publications, including Price Lists, Service Guides and/or Tariffs, go to att.com/servicepublications.

LATE PAYMENT CHARGE
An additional charge at the rate of 1% may apply to any unpaid balance as of your next bill date.

BILL DISCREPANCY
AT&T strives to provide our valued customers the best service possible. However, if you have a bill discrepancy, you should notify AT&T within 60 days after the receipt of your AT&T bill.

Terms and Conditions

DISPUTED DEBTS
Please note, any check or payment instrument in an amount less than the full amount due that you send AT&T marked "PAID IN FULL" or otherwise tender as full satisfaction of a disputed amount, must be sent to AT&T Accounts Receivable Management, 333 Commerce St, FLR 20, Nashville TN 37201-1800 and NOT the payment address shown on the payment return document. Thank you for choosing AT&T for your communications needs.

Appendix H:
Relay NC Newsletters

Relay North Carolina
NEWSLETTER

FALL 2009

relaync.com

Welcome Tom Galey!

Please join RelayNC in giving a warm welcome to the new Telecommunication Resources Program Manager, Tom Galey. Please note that Telecommunication Access of North Carolina is now called the Telecommunication Resource Program under the Division of Services for Deaf and Hard of Hearing. Prior to his new position, Tom was Executive Director of Georgia Council for Hearing Impaired in Atlanta.

His extensive experience in the telecommunication world includes having been the Telecommunication Relay Service (TRS) Account Manager with Sprint in Colorado, Nevada and California. Historically, he was the very first deaf TRS account manager to work with Sprint many years ago. He was also TRS operation manager with Sprint in California and TRS Call Center Manager with MCI in Wisconsin and Massachusetts.

His vision for the Telecommunication Resources Program, Division of Services for the Deaf and the Hard of Hearing is to ensure that all North Carolinians who are deaf, hard of hearing, late-deafened, deaf-blind and with a speech disability have equal access to telecommunication systems by means of the telephone relay and equipment distribution program.

Tom is currently involved in a variety of deaf and professional organization including NAD (National Association for the Deaf), NASRA (National Association of State Relay Administrator) and TEDPA (Telecommunication Equipment Distribution Program Association).

Tom Galey is a native of Portland, Oregon. He was born deaf and is the only deaf member in his family. He has a Bachelors degree in Psychology from Portland State University at Portland and a Masters degree in Rehabilitation Counseling from the University of Arizona at Tucson. He currently resides in Raleigh and is the proud owner of one dog and one cat. His hobbies are RV-ing, traveling, hiking and wine-tasting.

His favorite quote "Treat others as you will have them treat you" and "Carpe Diem".

He is looking forward to meeting with you all. Feel free to reach him at tom.galey@dhhs.nc.gov or 919-874-2252 TTY.
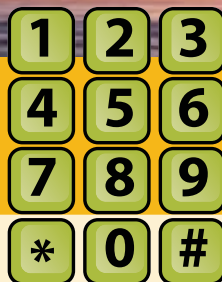
What is 10-digit Numbering?

The Federal Communication Commission (FCC) ordered a system for assigning 10 digit telephone numbers for video relay service (VRS) and Internet relay service. The purpose of this new system is to allow hearing persons to call just one number when placing a call through the relay service. The hearing person will no longer have to remember two numbers – the relay number and the number of the person they are calling. Another important purpose for this new system is to determine your location when contacting 911 in an emergency.

You can simply contact any VRS and internet relay provider to obtain a 10 digit number through their website or through their customer service. It is pretty easy. All you have to do to fill out your name, address, and few other important pieces of information. The provider will then give you several phone numbers for you to pick one from by email. Please note that you must have a separate 10 digit number for both VRS and internet relay. Meaning one number for VRS only and one number for internet relay only.

You can have as many 10 digit numbers you want. YES, you can! You are not restricted to one number from one provider. You can have as many as you want meaning one 10 digit number from each provider. You may want to make a note of which phone number is from which provider so you will not be confused. However, you must pick one provider for as your default provider meaning that number is set up for E911 purposes. You can change to a different default provider at any time.

The deadline for obtaining 10 digit numbers was previously on June 30, 2009 but it is now extended to **November 12, 2009**. If you did not obtain a 10 digit number before November 12, 2009, you will NOT be able to make any call through VRS or internet relay.

Here is the link to get more information about 10 digit numbering.
http://www.fcc.gov/cgb/consumerfacts/tendigit-faqs.pdf

Here is the link for listing of all of the different VRS and internet relay providers or companies.
www.ncdhhs.gov/dsdhh/services/what_technology.htm

What's Inside?

A Message from RelayNC Manager

Greetings North Carolinians!
North Carolina, what a beautiful state!

Welcome to our first RelayNC/CapTelNC newsletter. We are excited to launch this fun, educational newsletter.

Allowed me to introduce myself, my name is Bola Desalu. I am honored to be your new account manager. Kudos to Kevin Earp who worked tirelessly promoting NC relay services to the entire NC community. Now I will try to fill his big shoes. I am committed to continue to carry out the best outreach as ever. Coming from up north, I look forward to reaching out to you and getting acquainted with you all.

Feeling frustrated about not being able to communicate with anyone by phone? We do have solutions. We have numerous relay services to pick from. Feel free to check out www.relaync.com to check what works for you. If you need assistance, please do not hesitate to reach me.

I look forward to serving deaf, dead-blind, hard of hearing, speech disabled and the hearing population with the highest quality of relay services. Should you want an information packet about RelayNC or want to invite me to give a presentation, please feel free to contact me at bola.desalu@sprint.com. Or even drop me a line to make a comment.

Always remember, relay calls are FREE, anytime and anywhere!

Enjoy and read on!

RelayNCly,

Bola Desalu, RelayNC Manager

A Message from CapTelNC Manager

It has been a wonderful 5 years working for the CapTelNC program. Since its implementation in 2004, we have seen a tremendous amount of growth in the usage of Captioned Telephone. There are just over 3,000 phones that have been distributed statewide since the beginning of the program. Consumers have commented how CapTel has changed their lives, now that they can make calls independently without having to get help from another person. Having the feeling of freedom to communicate with any one at any time is very empowering. It is rewarding to be part of this program that has touched so many people.

In this newsletter, you will read about the CapTel service, information that might interest consumers, spotlight on a CapTel user as well as a focus on one of my CapTel Consultants. These Consultants work with the program to promote awareness about CapTel, provide training to people who get this phone, and give presentations to agencies and organizations about the service. We also work hand in hand with the Division of Services for the Deaf and the Hard of Hearing to educate North Carolinians about CapTel. The CapTel Consultants provide demonstrations to people who are interested in obtaining the phone. So there are many people involved with making this program a success!

We look forward to continuing serving you, our consumers, who help make our jobs worthwhile. From CapTelNC, thank you!

Kim Calabretta, CapTelNC Manager

RelayNC Adminstrative Assistant

Tina Spearman is our fabulous RelayNC administrative assistant. Kim and Bola wouldn't survive without her. She is the person who greets people when entering the office, sets up the appointments, answers the phones, coordinates payments for different vendors and the list goes on forever. Feel free to contact her at 919-719-2726 or email her at Tina. Spearman@sprint.com if you want to be on the newsletters distribution list or if you know someone who would like to receive our newsletter.

Interview with a TTY User

Interview with a CapTel User

Kathy Wayne

Her first experience using a TTY was like she can now talk with her friends at last. She said, "So nice to have my own phone and not to depend on other!". Her first TTY was the "post office box". Her kids complaining that her TTY was LOUD when she typed. She said, "My kids hated it because it was distracting the kids while they were watching TV." She had to paint the post office box TTY red over grey to make it look nice and to fit interior design of her room. Who would have thought of that? She depended on her TTY a lot and it changed her life.

She currently has a more updated TTY model and does not use it as much as she had in the past. She said,"I need to buy TTY paper and then I will be using it more often!" She uses her TTY for calling the doctor to make an appointment or calling another place where she needs a printed copy of the conversation.

When she first heard about RelayNC four years ago, she thought it is wonderful. She said, "It is a big help. If it were not for RelayNC, how can we communicate? It is unthinkable". She noticed that the relay service is much faster than it was in the past. She loves reading and typing on her TTY. She gets thrilled seeing the message go back and forth. She feels that she can now talk more and making sure the information is accurate. She said,"I now can see everything, word by word and not missing anything!" It is better than depending on a hearing person to make calls for me and when I had to do that the person gave me very limited information.

Kathy was born and grew up in Altanta, GA. She worked at an Air Force Base for 8 years in California, and later worked with deaf children at Fremont School for the Deaf for 15 years until she retired. After her retirement, she headed to warm and sunny Hawaii for 4 years. She enjoyed spending quality time with her son. Now she is happily residing in North Carolina to be close to her daughter. She is a proud grandma with 3 granddaughters, 2 grandsons and 1 grandbaby girl. She currently has a dog and a cat to play with named Jordan and Kula respectively. She is busy with her hobbies of quilting, watercolor arts, calligraphy and still yearning to learn new hobbies.
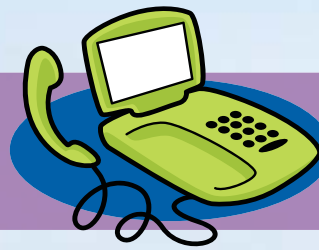
Michael Militello

Michael Militello has enjoyed using his CapTel phone he received through the Equipment Distribution Program from DSDHH., "I have had several problems in my 73 years of life. Two separate open heart operations, a pacemaker-defibrillator, a bypass and stint eye lens replacement to name a few. But nothing as bad as one morning when I awoke and could not hear a sound." Michael said. After much testing and trials it was decided that only a cochlear implant could restore sound. He had it done and do now hear sounds but not clearly. When asked about how its made impact on his life, he replied "I could not use the phone at all. Until I acquired a CapTel phone. Now I can use the phone and if I can't hear I can read the printed word as my party speaks. It even prints the background noises, male or female, laughter all the sounds are printed for me to read. It has made my life so much better, thank you!"

Is TTY Fading Away?

Some people say the TTY is old fashioned and some say no one is using them today. Believe or not, the TTY is still out there and many, many, many people are still using them. The TTY may not be the most popular piece of equipment to make phone calls to deaf people because of emerging technologies. However, the TTY is not fading away. Here is a list of how the TTY is beneficial.

1. Some people live in a rural area with no internet service available in their area. (You would be amazed that there are many rural areas in NC!) The TTY is the telecommunication solution for them.

2. Some people cannot afford the monthly charge for internet services that is necessary to use a video phone or computer. Owning a TTY is low cost and a landline phone service is cheap.

3. The TTY is an awesome piece of equipment for many workplaces where they can't provide a video phone due to a complex internal internet system and network security. It's a good thing to have a TTY to help people be productive.

4. Using a TTY is a faster way to communicate when calling 911. Just pressing any keys automatically connect to the nearest 911 center and help will arrive at your home almost immediately. Just a key away.

5. Some people are terrified with all the new technology and are just merely comfortable with old equipment. And as some people say old equipment lasts longer than new equipment.

6. Some people love using a TTY because it can print their conversation immediately, especially important information such as doctor appointments or to build a case for a court situation. A videophone can not record a signing conversation and many steps are required to save the conversation from an internet relay services. Printing the conversation is easy with those TTY paper rolls.

7. The TTY is an excellent piece of equipment to serve as a back-up in case the video phone, pager or computer breaks down or needs repair. Imagine that.

I welcome any of your comments whether you are a TTY-supporter or not. Feel free to send comments to the RelayNC Manager at bola.desalu@sprint.com.

Customer Database Profile

Customer Database Profile is designed to help you speed up your TTY calls by having all of your information stored in the customer service system.

- *Are you getting tired of having to give the Relay Agent the most frequently dialed phone number over and over?*
- *Are you getting tired of explaining to the Relay Agent every time you dial 711 that it is VCO or HCO or TTY user or even Spanish? (Branding)*
- *Are you getting tired of informing the Relay Agent which long distance carrier you prefer?*
- *Are you getting tired of telling the Relay Agent "special" instructions, such as to type fewer words per minutes?*

Simply fill out the Customer Database Profile Form to meet your needs and the Customer Services staff will take care of it. The next time you call, it will be a smooth transition. Here are the following instructions.

For frequent calls:

Just write down or type all the phone numbers that you use often when filling out the form. The next time you call, you can tell the Relay Agent a code. He or she will have that phone number in the system ready to dial. It is a faster way to connect and makes a smooth call for you.

For branding:

- Put a check on one or more that apply to your needs.

For long distance carrier:

- Put a check on one or more for your long distance preference.

For special instruction:

- Fill out the note section for all of your specific need that are not listed at above.

You can get this form by downloading it from the RelayNC website at www.relaync.com/database. Fill it out and then either:

fax it to Sprint Relay Customer Service at 877-877-3291(fax) or

mail it to Sprint Relay Customer Service, P.O. Box 29230, Shawnee Mission, KS 66201-9230

Or if you are internet savvy, you can fill out the form online on the RelayNC website.

CapTel Page

CapTel Service - Always Free ...But Remember to Register Your Long Distance Service!

CapTel Service is provided at no charge to the CapTel user and the people who call you. There are no monthly fees or hidden service charges. Long distance charges are incurred if you make long distance calls through CapTel, so it's important to register your long distance Carrier of Choice with CapTel Customer Service so your long distance captioned calls will be billed correctly. If you do not register with CapTel customer service, long distance calls will be billed to your state relay default carrier. Remind your callers to register online as well at www.captel.com

What should I do if I don't want Captel anymore?

CapTel 200 phones: For people who have a CapTel 200 phone and have decided they no longer wish to use it can return it free of charge by contacting us at kim.m.calabretta@sprint.com or toll free at 866-545-4012. We will send you a UPS Slip to return the phone free of charge. These phones can be provided to other consumers who would benefit from having CapTel.

FREE Captel Training

Do you have a CapTel phone and feel you need to learn how to use the features again? Do you forget some of the basics and wish there was a "refresher course" to take? You can request a free training by contacting Kim Calabretta at kim.m.calabretta@sprint.com or call toll free at 866-545-4012.

Quarterly FAQ about CapTel

How does Capitioned Telephone compare to Voice Carry-Over (VCO)?

CapTel phone users can simultaneously hear the voice over the phone and read captions of what is said. Current VCO technology allows only voice or text on the line at one time and does not allow the VCO user to hear the voice of the other party.

FUN QUESTIONS

1) When did North Carolina pass the law for NC Relay Services?

2) How much is surcharge for North Carolina phone bill?

3) Who does the Division of Services for the Deaf and the Hard of Hearing currently have a contract with to provide Relay North Carolina?

4) Who was the first Account Manager for Relay North Carolina?

5) Who is the Relay North Carolina for?

1) July 7, 1989   2) Nine cents   3) Sprint Relay   4) Bill Peace   5) Everyone

Speech-to-Speech Profile:
Dr. Bob Segalman

Bob Segalman, PhD, who has a cerebral palsy-related speech disability, envisioned Speech-to-Speech in November 1995 driven by his desire to find an easier way to make telephone calls. Dr. Segalman can hear but people sometimes have difficulty understanding his speech. Because he has some manual dexterity limitations, using a TTY (text telephone device) to make a telephone call was a slow and often frustrating process for Dr. Segalman. By addressing his own basic needs, Dr. Segalman successfully bridged a major communication gap for all individuals with speech disabilities.

Acting initially in his home state of California, Dr. Segalman persuaded state legislators, as well as the California Public Utilities Commission, to provide full telecommunications access for individuals with speech disabilities. Inspired by Dr. Segalman's vision of a liberating communication tool, Sprint developed Speech-to-Speech Relay, a free service that provides specially trained operators to assist customers with speech disabilities.

Speech-to-Speech Relay was first offered in June 1996 by the California Relay Service and is now offered in all 50 states. North Carolina is proud to offer this vital service.

Quoted from Dr. Segalman; "Daily independence is often taken for granted. To make a phone call and be understood by the person on the other end is a golden opportunity for someone with speech disabilities. Imagine all of the phone calls you have made in the last week. Now imagine that instead of just being able to plug in your blue tooth and go, you had to ask a friend to help you make every call. We all deserve a high quality of life even those of us with disabilities."

We appreciate Dr. Bob Segalmans work and efforts in helping us provide Speech to Speech services for consumers in North Carolina!

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Community Happening Pictures

Bola Desalu, RelayNC Account Manager
Summer Deaf Jam 09
Charlotte, NC

Jimmy Miller, RelayNC Outreach Specialist
North Carolina Registry of Interpreters for the Deaf Conference
Winston Salem, NC

Bola Desalu, RelayNC Account Manager & Marilyn Edward, Telecommunications Consultant, Division of Services for the Deaf and the Hard of Hearing
Bele Cher Festival
Asheville, NC

Bobby Shealy, RelayNC Outreach Specialist
Eastern North Carolina School for the Deaf Reunion Cookout
Wilson, NC

RAP (Relay Ambassador Program)

What is the relay ambassador program? This program consists of RelayNC Outreach Specialists and CapTel Consultants. They help to promote and increase the awareness of many different kinds of relay services throughout the entire North Carolina. They go to deaf clubs, companies, hospitals, senior citizen homes, colleges, community events, festivals, and many more. They also give presentations to interested parties.

Jimmy Miller
RelayNC Outreach Specialist

One day, Jimmy visited Jan Withers' office and asked her if she had any suggestions for a part-time job. She informed him that RelayNC was currently recruiting for the "RelayNC Outreach Specialist" position. He immediately applied for this job through former Account Manager, Kevin Earp. Before he knew it, he was out there promoting RelayNC everywhere in NC. "I truly love working as Outreach Specialist because of the deaf community. I love explaining to deaf people about many different relay services. I realized that I always learn something new everyday especially new technology. Also it is a lot of fun working with my co-workers and my boss."

After Jimmy working with RelayNC for few years, Jimmy shared one of his favorite stories was when he went to a mainstreamed public school to do some boothwork where most of the young students were not aware of RelayNC or had never heard about the different relay services. He could clearly see the excitement in their eyes when he was educating them about the relay service. There was one particular student in the audience who had a speech disability who came to him and told him that she had been frustrated because she had not unable to chat with her friends because they always hung up on her. Jimmy told her he had an answer – the STS Relay. She and her mother started to cry. The student and her mother truly touched Jimmy's heart.

Jimmy loves RelayNC because he feels so good to able to make his own phone calls independently. He disliked the fact that in the old times when he had to ask people to make phone calls for him. He stated "I value being independent 100 percent." Although he owns his TTY, he is not currently using it much. He is now depending more on a video phone and his pager from Sprint. He thanked RelayNC for providing excellent quality, relay services.

Jimmy Miller was born in Kinston, NC and has one sister. His parents owned a store called "James Miller Hardware Store". He enjoyed helping out at his parents' store when he was growing up. He went to NCSD most of his childhood years and that meant he traveled 5 hours between home and school on the weekends! After he graduated, he worked at the deaf school in St. Augustine, Florida, as a houseparent and also as a floral designer at Miami. He then moved back to NC due to his father's illness and with his mother's encouragement, he worked as a federal clerk typist at Camp Lejeune Base in Jacksonville,NC. He got promoted to "Hearing Clerk" at Raleigh Court. Often people at the Office of Hearing and Appeal Court of Raleigh teased him "How can you hear?" He was then promoted to Senior Case Technician until he retired. He retired from working in the government after 30 years.

Libby Caviness
CapTelNC Consultant

One of the CapTel Consultants who works for CapTel NC Is Libby Caviness. She has been a CapTel consultant now for 2 years. Libby lives in rural Nash County right outside of Nashville NC, and has been married to as she says, "My wonderful husband Dean" for over 10 years and has two sons, Heath (16) and DJ (10). In addition to her job with CapTel, she also serves as Food Services Coordinator at Englewood Baptist Church in Rocky Mount. The rest of her life is pretty much filled up with homeschooling the children and keeping up with whatever her family is doing that day. Libby laughed "The Devil loves idle hands my Mom used to always say. I may have taken that advice a little too seriously! I am super busy, but love every minute of it!!"

Libby loves the flexibility of working as a CapTel consultant, as it gives her time to spend with her family and the ability to work around what may be going on in her family's life. She enjoys meeting people, while doing presentations, exhibits, and trainings. All her consumers are very grateful for help in getting them the latest in technology to assist them with their hearing challenges. "I have had many cry the first time they use the CapTel telephone" Libby exclaimed. They either have heard sounds that they did not hear before using the CapTel, or they now can read what the other person is saying to them, giving them the freedom to respond to the other party without help from a third party. Her Dad uses CapTel, and she knows the struggles he has gone thru in trying to adapt to having a hearing loss. He is feeling much more confident in handling work and business related calls when using this equipment, and can respond to the captions when he is not sure of something that had been said. It's a huge difference from past years when he would simply hand the telephone to her Mom to handle, or ask the caller to call back when she was home. When it comes to personal calls, he now enjoys talking on the phone again, where before he definitely would shy away.

Libby loves the CapTel NC program and is proud to be part of it. She adds, "Thanks, CapTel, for being there for my Dad and countless others that do not hear well or not at all on the phone. And thanks RelayNC, for seeing a need and responding to that need in a way that makes it easy for those that need this great product to receive it."

His hobbies include hiking in various state parks and traveling in Europe. His favorite quote is "Everything is Possible" which he got from Pam Lloyd, former TANC administrator and it has stuck in his mind since then. It is such a perfect fitting for RelayNC. Everything is possible in meeting the communication needs of each one through the relay service.

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Upcoming Topics for Winter 2009/10

- Spotlight on business using RelayNC and CapTel services
- What is Relay Conference Captioning (RCC)?
- How does Answering/Voice Machine Retrieval work?

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Relay North Carolina NEWSLETTER

SUMMER 2010

Dial 711 Relay North Carolina
relaync.com

Please Do Not Hang up! *It may be the most important call you receive all day!*

Many deaf, hard-of-hearing, deaf-blind, and speech disabled individuals make numerous calls to a variety of businesses. These businesses may include non-profit organizations, agencies, restaurants, doctors' offices, and schools. Unfortunately, many of these businesses are not aware of the relay service, and therefore hang up when they receive these calls. When relay is being utilized in a call the Communication Assistant introduces himself/herself and the service by saying "This is Relay North Carolina, Communication Assistant Number XXX." If you hear this message, it is extremely important to stay on the line because an individual is calling to do business with your company. They may be calling to order a birthday cake, get their car repaired, make an appointment, order a pizza, and the list goes on. Hanging up on these customers can create

negative relationships between your company and the deaf, hard-of-hearing, deaf-blind, and speech-disabled population.

All businesses and organizations that are not familiar with relay call services are encouraged to get information at www.relaync.com. Relay NC offers presentations on the services to companies and organizations for free. Each presentation can be customized to meet your organization's needs. Please contact Bola Desalu, Relay North Carolina Account Manager, to schedule a presentation.

For those of you who have experienced being hung up on while placing a relay call, you may fill out an incident form on the Relay North Carolina website. Customer Service will follow up on your complaint by educating the company about relay calls through brochures and other materials so that it does not happen again.

What Does HCO Mean?

The HCO (Hearing Carry Over) allows speech-disabled users with hearing capabilities to listen to the person they are calling. The HCO user types his/her conversation for the Relay Operator to read to the standard telephone user.

1 HCO User types the conversation to Relay Operator.

2 Relay Operator voices HCO user's typed message to Voice User.

3 Voice User talks directly to HCO User.

What's Inside?

A Message from Relay NC Manager

Hello, North Carolinians!

It is hard to believe that spring has passed and summer is ending soon. Over the last few months, we have reached out to and educated hundreds of people throughout the whole state about the relay services. It was so nice meeting new people as well as seeing familiar faces and making a difference in their lives when it comes to telecommunications.

I wanted to take a moment to express my gratitude to all of the NC Division of Services for the Deaf and Hard of Hearing (DSDHH) regional centers for their hard work and participation in making the 1st Sign-a-thon event a huge success. I could not be more proud of this accomplishment for Relay NC and DSDHH. Please enjoy looking at the pictures of our Sign-a-thon in this newsletter.

During the fall months, we will be at a variety of conferences, gatherings, and deaf awareness month events. Be sure to stop by our booth to check out the latest news in the Relay NC world.

If you want to be added to the Relay NC newsletter mailing list or need to notify us of a change in address, feel free to contact my assistant Natalie at Natalie.Clanton@sprint.com.

Read on and enjoy!

RelayNCly,
Bola Desalu, Relay NC Manager

A Message from CapTel NC Manager

Summer is fading, and soon the season will be changing yet again, just in time to promote the new CapTel 800 model. CapTel has "retired" the model 200. It's an exciting new device that has added features that make it more consumer-friendly. CapTel 800 comes with a larger screen that is portable and is in color. The font size can be adjusted, a feature that benefits people with vision difficulties. The speed dial now allows you to save up to 95 phone numbers, a huge jump from the three numbers saved on the 200 model. Dial buttons are soft and curved, making it easier to manipulate. Best of all, there is a customer service button that allows users to connect directly to customer service without dialing the 10-digit number. All the other features of the 200 phone remain the same on the new model. Read more about the CapTel 800 on page five.

CapTel NC will be promoting Relay NC and CapTel NC this fall through a new PSA as well as several upcoming exhibits with our six CapTel Consultants. The seven Telecommunications Consultants at DSDHH's Regional Centers are available for people to get a live demonstration on CapTel, as well as other devices, to educate those in need of these services. Be sure to check out our information on our new website at relaync.com/captel

Have a colorful Autumn!

Kim Calabretta, CapTel NC Manager

FUN QUESTIONS

?

1) What is the CapTel's first model called?

2) In which city is the Relay NC office located in?

3) Who created the first TTY?

4) How high is the dB for CapTel 800?

5) How many counties does Relay NC educate about its services?

1) Captel 100   2) Raleigh   3) Robert Weitbrecht   4) 40dB   5) 100

Nikki Townes as a TTY User

Nikki Townes grew up in New York and went to the Lexington School for the Deaf in New York City. After her high school graduation, she moved to Elizabeth City, North Carolina to be with her family. Today, Nikki keeps herself busy with her 11-year-old daughter and several hobbies. Previously, she was a file clerk and is now exploring different career options. Below is Nikki's story about using a TTY.

Nikki first used a TTY when she was 13. She was ecstatic when her grandmother gave her a brand new TTY for her birthday. Nikki tried to teach herself to use it and found it to be awkward. One time, she unknowingly pressed the 911 button that led to a surprise visit by an emergency crew.

Nikki decided to ask her neighbor, who was also deaf, for a little help. The neighbor explained the technical details and offered tips, including "GA" and other abbreviations. They did a test call together. Nikki remembers the words going across the screen so quickly. She asked the neighbor to slow down as she had missed some words. When it was Nikki's turn, she used her two forefingers that made typing extremely slow. Her mother would sometimes watch her type and laugh. Nikki said, "The more practice I have, the more fluent my typing becomes. Now, I am used to it."

Nikki has used RelayNC several times. She uses it most often when calling her hearing friends and family. While Nikki enjoys the freedom of calling through relay service, she received comments from her hearing friends/family about the slight delay during conversations. She explained that it is normal, similar to using an interpreter and the operator needs a few seconds to catch up. All in all, Nikki is appreciative of RelayNC helping her connect with her hearing friends and families. It even helped her communicate with doctors when she was pregnant with her daughter.

Nikki said that using the TTY can be addictive. Moments after her daughter was born Nikki was using her TTY. When the TTY was broken, she was so thankful to be able to get a loaner from DSDHH's Wilson Regional Center in order to maintain communication access. Although she has not used her TTY much lately, she still sees many of her friends using the TTY as they live in rural areas. She is thankful that RelayNC still exists for people who depend on the TTY for phone conversations.

Beverly Armstrong as a CapTel® 800i User

Beverly Armstrong moved from San Martine Valley, CA in 1962 to North Carolina with her husband where they raised three sons and now have three grandchildren. She has been an active volunteer in Raleigh, working with the NC Museum of Art since 1971, the Museum of History for the last 15 years, and the school libraries. Recently, she added the Emergency Food Program to her ambitious list of community work. She enjoys reading and gardening during her spare time.

Beverly has had a hearing loss for almost 50 years. She attributes much of her hearing loss to her former job as a lab technician where she was frequently exposed to loud centrifuge machines.

It wasn't until her 3-year-old son expressed his frustration and told her "You are not listening to me", did Beverly start to realize she had a hearing loss. Not long afterwards, she went to an audiologist, who fitted her for hearing aids. She has been using hearing aids ever since, and has had to upgrade them as her hearing grew worse with age. Her hearing loss has impacted various aspects of her life, including her volunteer work. At the Museum of Art, it became too difficult for her to be a tour guide and ended up shifting to other roles.

Beverly admitted she felt "Like I was on the outside looking at the world through a glass window, and not being part of the world". She felt isolated, and wanted to hide her hearing loss. When making phone calls, Beverly would utilize the help of her husband.

Six years ago, she heard a presentation by Joan and John Black, Relay NC Ambassadors, on CapTel. Since her husband passed away, she no longer had anyone to depend on when using the telephone. Beverly realized she needed to become more independent and made the purchase of the CapTel phone as her first key step. It was one of the first CapTels distributed in NC. She now uses the newest CapTel phone – the 800i. When asked what she loved most about CapTel, Beverly replied, "Being back in the hearing world, being part of life again."

She feels people who have a hearing loss could benefit from CapTel. Beverly said her CapTel helps identify sounds with words, and makes it easier to understand voices. The challenge of learning to depend on such technology has been well worth the efforts. With her CapTel, she has the independence she needs to continue with her social life and volunteering.

Beverly loves her new CapTel 800i. She said, "I enjoy people and through the use of CapTel, it is the one way I can feel connected with others. I encourage anyone with a hearing loss to get CapTel".

Introducing CapTel® 800

- Captions appear automatically on outgoing calls. Incoming callers dial the captioning service first, and then enter your phone number in order for you to get captions. (If using optional 2-Line CapTel, callers can dial your number directly. If using 2-Line CapTel there is no need for callers to dial through the captioning service.)
- Large, easy-to-read captions window with adjustable font sizes and colors.
- Display screen tilts for comfortable reading or lies flat to mount the phone on a wall.
- Adjustable volume control (up to 40decibel gain) for captioned calls. Volume button is easy to see and adjust during a call.
- A speed dial button automatically connects you directly to CapTel Customer Service.
- Easy-to-follow menu system with Yes/No questions.
- Phone Book allows you to easily store and dial more than 95 names/phone numbers.
- Speed dial keys for one-touch dialing of frequently called numbers.
- Caller-ID capable - shows you who is calling directly on display screen.
- Captions available on calls within the United States only.

How CapTel® 800 Works

The CapTel 800 phone works with a free Captioning Service to provide captions of everything your callers say.

What Equipment & Services are Needed?

CapTel® 800 Telephone.

A special telephone designed to work with the captioning service to display captions during your telephone calls. The phone does not translate spoken words into captions by itself. The CapTel 800 can also be used as a traditional amplified telephone, without the captions feature.

CapTel® Captioning Service

The captioning service transcribes the caller's spoken words into written captions, using voice-recognition technology. The captioning service is free to users; its cost is covered by the Telecommunications Relay Service (TRS) funds as part of Title IV of the Americans with Disabilities Act (ADA).

Standard Analog Telephone Line

CapTel 800 requires a standard analog landline telephone connection which is commonly found in households. You can use CapTel 800 with a DSL, as long as you have the appropriate

DSL filter. CapTel does not work with digital PBX systems (unless an analog port is available). Users in an office environment should check with their telephone administrator to make sure an analog port is available.

1. You dial the other person's number the same way as you would for any other telephone. While you dial, the CapTel 800 phone automatically connects to the captioning service.

2. When the other party answers, you hear everything they say, just like a traditional call.

3. At the same time, the captioning service transcribes everything they say into written text that appears on the CapTel display window.

4. You hear what you can and read what you need to.

What is a DSL Filter?

To use CapTel in a home or office that has a Digital Subscriber Line (DSL), you must connect to a DSL filter. The filter eliminates interference to and from the CapTel phone, allowing it to share the same line as the DSL service. Fax machines and answering machines also require the same filters to work in a DSL environment.

Without a filter, line noises from the DSL service, such as echoes or static, can be picked up by the CapTel phone, resulting in connection problems.

The DSL filter is usually a small rectangular device that has connectors on both ends. You simply unplug the telephone line from the wall jack, insert the filter into the jack, then plug the telephone line into the filter. Typically, you'd install DSL filters on every telephone, fax machine, etc., in your home, leaving the DSL computer modem as the only unfiltered device.

What are the differences between 1-Line CapTel and 2-Line CapTel ?

Standard 1-Line *CapTel*	2-Line *CapTel*
Captions and voice are provided across one telephone line.	The voice conversation is carried on one line, the captions are provided via the second telephone line.
Captions must be initiated at the start of a call.	Captions can be turned on or off on demand, at any point in a conversation.
Your callers must first dial the toll-free Captioning Service, then enter your number, in order for you to receive captions of their call.	Incoming calls are automatically captioned. Your callers simply dial your phone number directly. The connection to the Captioning Service is automatically established on Line 2.
Call-waiting tones may interrupt captioning support. You cannot use call-waiting during a captioned call.	You can benefit from call-waiting during a captioned call. Both calls will be captioned.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and 7-1-1 relay directly. The 9-1-1 or relay operator's typed messages appear on the *CapTel* display, but you will not have sound over the phone line while receiving captions.	Calls to 9-1-1 and 7-1-1 are captioned through the Captioning Service over the second line. Your voice conversation is carried on the first line. You get both sound and captions of the call.
Calls are automatically routed through the Captioning Service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the Captioning Service is connected automatically through the second telephone line.
Requires ONE standard (analog) telephone line or DSL with analog filter.	Requires TWO separate telephone lines, one of which (Line 2) must be standard analog or DSL with an analog filter.

CapTel NC Consultants Working at Golden Jubilees Event at Durham, NC

Marcel Bellamy

Debbie Johnson-Canupp

Libby Caviness

CapTel is a registered trademark of Ultratec.

Sign-A-Thon Events

Asheville, NC

Charlotte, NC

Wilmington, NC

Wilson, NC

RAP (Relay Ambassador Program)

What is the relay ambassador program? This program consists of RelayNC Outreach Specialists and CapTel Consultants. They help to promote and increase the awareness of many different kinds of relay services throughout the entire state. They go to deaf clubs, companies, hospitals, senior citizen homes, colleges, community events, festivals, and other places. They also give presentations to interested parties.

Fred Fleetwood
RelayNC Outreach Specialist

Fred has been working with RelayNC for the past five years. He has truly enjoyed meeting many people and explaining the different relay services. Fred takes great pleasure in educating hearing people with deaf children or deaf family members. This effort is very important to him because he does not want to see any deaf individual become isolated from the hearing world as a result of telecommunication obstacles. Each time people approach Fred's booth, he asks them if they have deaf family members, friends, neighbors, or co-workers. How can you talk to a deaf individual through the telephone? If the individuals cannot answer, he explains the relay service in detail. Fred believes that if hearing people have more knowledge, they will communicate with their deaf family members more often than before, bringing families closer together.

Fred was born in North Carolina and has lived in the state all of his life. He was also born deaf. He went to Eastern North Carolina School for the Deaf and graduated in 1990. He participated football, basketball, and track. After graduating from school, he worked as a welder at Hackery and Son Company for five years until an asthma attack forced him to quit. He worked at Food Lion as a stock person and then began working for Relay NC. His favorite hobbies include deer hunting and fishing.

Fred is the only child of a hearing family. He was raised on a farm where he helped his grandfather with a variety of tasks including growing cotton, corn, and watermelon. He looked up to his grandfather because he was a hard worker, born in 1912 and he is still alive. (That make him 98 years old!) Fred explains that his grandfather worked so hard to save every single penny he earned in order to buy some land. He said, "He worked very hard to achieve his goals in order to provide the best for his family."

Fred was introduced to Relay NC when he met the previous Relay NC Account Manager and the Outreach Specialist at an Eastern Carolina Deaf Club (ECDC) event. They both thought Fred would be perfect for reaching out to the African-American deaf and hard-of- hearing population. Fred was grateful for being offered the job because he felt that he was a good role model and can make a difference for African-American deaf and hard-of-hearing individuals. At the time he was hired, Fred was not aware of the variety of services offered by Relay NC. In fact he was only aware of the TTY service. Now, he is knowledgeable of all Relay NC's services. He loves how his outreach efforts make a difference in those individuals' telecommunication experiences.

Fred often attends Kinston Deaf Club as well as ECDC. Through

Debbie Johnson-Canupp
CapTel NC Consultant

Debbie Johnson-Canupp is the CapTel NC Consultant who covers the Southeast Region of NC. She lives on a farm outside of Wilmington with her husband J.J. They have four children and a granddaughter.

Working as a CapTel Consultant has given her the flexibility needed to support her elderly mother. In her spare time, she loves going to auction houses, working in the garden, and canning vegetables. She is thankful that her mother has taught her everything she needed to learn about gardening which has become her passion over the years.

Debbie first experienced CapTel at a Deaf Expo in Greensboro at the Relay NC/CapTel NC booth, she saw the CapTel and was in awe of the phone. She fell in love with it after making her first call using the service. Soon after, she got her first CapTel phone. Debbie said, "It has really helped meet my communication needs. With my CapTel I do not have to depend on my daughter and anyone else to make calls for me. I have really benefited from my captioned telephone. I want to thank CapTel NC for this new technology!"

Debbie shared with us a story about her job as a CapTel Consultant that took place during her wedding. While waiting to be escorted to the altar, her friend, who was hard of hearing, asked her about CapTel. She told her friend to meet with her after the reception. Later that evening, the moment came for Debbie to tell her friend all about the incredible features of the CapTel. Her friend was so excited about it and wanted to get one soon. Debbie was "tickled pink" as she puts it, knowing she could help someone else learn about this technology, even on her own wedding day.

Debbie has been a Consultant for almost five years, working with CapTel NC covering 13 counties. She enjoys sharing her personal experiences and her knowledge of CapTel with others who have a hearing loss so they can enjoy using the telephone again. Debbie said, "I love my job as a CapTel Consultant. I enjoy doing presentations, exhibits and trainings for those that have received their CapTel. It's rewarding to know I am a part of assisting others with getting this wonderful service that they deserve."

his conversations with various people, Fred has learned that many people are aware of TTY, but are not aware of VCO, HCO, and STS. Fred happily explains that each time he attends these two clubs, he always finds someone who needs to be educated about the services.

Upcoming Topics for Fall 2010

- Speech-to-Speech
- Homecoming Event
- New-look Website

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What is Relay Conference Captioning (RCC)?

Imagine that you are working at a company and your manager announces that there will be a teleconference on the following Thursday from 2pm to 3pm. So, what do you do?

Do you…
1) explain to the manager that you are not able to join?
2) run away?
3) ask for an interpreter to interpret the call for you?

Rest assured we have a solution for you. It is called Relay Conference Captioning or RCC. It is a valuable tool to use in today's workforce. You will no longer feel unequal in the workforce environment. RCC is useful in multi-party conference calls, videoconferences, or meetings.

How does it work?

You simply go to www.ncrelaycc.com and the captioner will be able to type what each person says during the meeting on the screen. This gives you the opportunity to read exactly what is being said, and also allows you to respond via the RCC. You can do this on any computer that has internet access. The system is simple and fast, which can be very beneficial. You also have the option to save the text transcript for your future reference.

How can I reserve RCC?

Simply schedule the RCC service through www.ncrelaycc.com. You must make your reservation at least 48 hours ahead of time to have guaranteed service. While you are filling out your reservation, you must make sure you put down the phone number for the conference call, pin number and contact information. You will then receive the confirmation number and event id through email. You will need to enter the event id at www.ncrelaycc.com on the day of the conference call.

RCC is available for anyone – deaf or hard of hearing – that lives in North Carolina.

Who can I ask for training about RCC?

Bola Desalu, Relay NC Manager, is available to provide one to one or group training on how to use RCC. Please contact her at **bola.desalu@sprint.com** to set up an appointment. She looks forward to making your life easier via free telecommunication access in your working world.

How does RCC work?

- Go to **www.ncrelaycc.com**.
- Click **Book an event now.**

- Enter your **Event ID**.
- Click on the **Join Event** button.

- Read captions while a conference call is in progress.
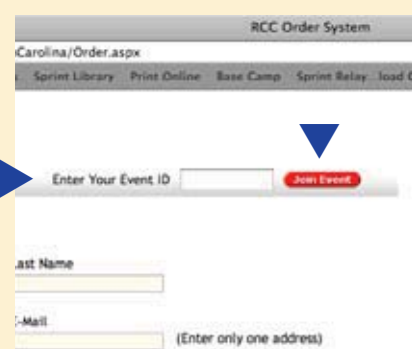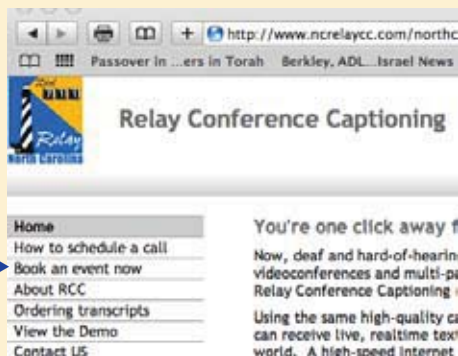
What's Inside?

A Message from RelayNC Manager

2010 Off to a Great Start, North Carolinians!

It has been a great 2009 meeting with everyone during my outreach trips. It was such a great feeling that I was able to educate and provide relay solutions for many of you. I appreciate all of your continuous support and compliments about RelayNC.

Now, it is hard to believe it is already the year 2010! I have several goals that I would like to see accomplished this year. We are pleased to announce a brand new community event called "Sign-a-thon" which will take place at different malls in 7 major cities statewide. There will be stage performances from different local groups including – singing, comedians, storytellers, and even games that you can participate in. There will also be several booths around to provide you the opportunity to learn about different organizations/companies that service the deaf and hard of hearing population. It will be posted on DSDHH's Calendar of Events. Be sure to attend one of those events. I am also looking forward to establishing the 1st annual Deaf Awareness at the Zoo in September. And lastly, we will be releasing a brand new Relay website anytime now, as well as all new RelayNC brochures and flyers. Be on the lookout for it!

Lastly, I wanted to make a clarification about RelayNC vs. Sprint Relay. Please kindly refer to us as RelayNC, not Sprint Relay. Although, we do work for Sprint Relay, we do not promote Sprint Relay products and other related Sprint Relay Business. We focus on mainly doing outreach for traditional relay services, CapTel and RCC. Currently, Sprint Relay has a contract with DSDHH to provide free telecommunication relay services that are called RelayNC. RelayNC is a trademark of DSDHH. I hope that will clear up the confusion that you have.

May 2010 bring you prosperity, happiness, and good health. I trust that you will have a fabulous 2010.

RelayNCly,

Bola Desalu, RelayNC Manager

A Message from CapTelNC Manager

Greetings All!

2009 was a banner year for CapTel NC. We have seen 590 phones distributed to consumers through the state of NC. There were a total of 629,809 calls made by CapTel users last year. The CapTel Consultants provided 421 trainings to people who requested installation of the device.

Many people have seen the Public Service Announcement (PSA) that was broadcasted last spring to help promote awareness on the service.

We have seen one of our Consultants, Jane Kenneweg Welch from the Outer Banks, retire and hired a new Consultant to cover the Greensboro region, Myra Fleming. CapTel Consultants worked at various exhibits statewide to educate consumers about CapTel and Relay as well as the state programs through the Division of Services for the Deaf and the Hard of Hearing. Stands with brochures were created and sent to audiologists statewide to use in their offices. The efforts to promote CapTel NC have resulted in an increase in CapTel demonstrations.

We hope to continue these efforts as we outreach to those people who may be in need of telecommunications services. We are excited about the upcoming 2010 year for CapTel NC. Please feel free to drop me a line if you have any issues or comments or even ideas about the CapTel NC program at **kim.m.calabretta@sprint.com**. I look forward to hearing from you.

Kim Calabretta, CapTelNC Manager

Interview with a VCO User

Interview with a CapTel User

Alfredia Harris as a VCO User

Alfredia Harris was born near Dallas, Texas and grew up in Los Angeles. As she got older she slowly gravitated towards the East coast. She earned her Bachelor's Degree in Sociology and Anthropology at Occidental College in Los Angeles. She worked for 14 years with Equal Employment Opportunity at the USPS before going on to earn her Master's degree at Research Rehabilitation and Training Center for the Deaf and Hard of Hearing at Arkansas. After she earned her Master's, she worked as an intern in Vocational Rehabilitation for the deaf in Little, Rock, Arkansas for a while before moving to North Carolina to work as a Deaf-Blind counselor at Governor Morehead Deaf Blind School for one year. She went on to attend University of Denver to study law. On her last semester, she became sick and became deaf. Because of her late-deafness, she focused on learning ADA law. She became an ADA Consumer Advocator helping customers file ADA complaints. She also has been doing volunteer work including being a Consumer Representative for the NC Council for the Deaf and Hard of Hearing.

She felt lost when she became deaf, unexpectedly. She was depressed until someone fromthe University of Sanford's Disability Office informed her about RelayNC. He taught her how to use a TTY. She thought it was fantastic and now uses TTY mainly for business purposes,

She said "RelayNC is very important to everyone who became deaf like me especially to be able to function like everyone else in the working world. Without RelayNC, we wouldn't be able to have jobs!"

Eventually she attended the Adult of Late-Deafnesses conference and participated in a telecommunication relay workshop that explained different kinds of relay services. She didn't know that RelayNC also offers a VCO (voice carry over) service. She went on to try the VCO She thought it was perfect because she was accustomed to using her voice (as she had grown up hearing). She saw that it matched her needs immediately because she could feel so connected with her family and friends who are hearing. With the TTY, her mother could not hear her voice to be able to tell if she was happy, sad, or any other kind of emotion. Her mother reported to her that every time she would talk to her through her TTY, it would sound like a business voice. She was tired of explaining to her mother how she was feeling each time they spoke. The VCO solved this situation. She says, "VCO help her mother an easy way to understand what is happening with her."

At first, she tried to use a traditional TTY with the phone, but felt that it was too much of a hassle. She then switched to the Uniphone. She loved it because she was starting to lose her sight and the Uniphone helped her to read messages on the screen more easily than on a TTY. Also she is not a keen typer, and so typing long messages on a TTY was tiring. She says that VCO is a blessing to her.

She says." If someone did not create VCO service, she would not use the traditional relay services. It changed my life completely. I cannot imagine living in my life without VCO."

She currently has three Uniphones in her home. There is one in the kitchen, one in the bedroom and one in the upstairs office. She feels great to be able to call at anytime with such convenience.

She said," I always tell the operator thank you for your patience with VCO. Otherwise, I will be lost. True!"

She currently has a guide dog to help her maneuver through her daily life. For example, he tells her when the phone is ringing since she is

Philip Woodward as a CapTel User

Philip Woodward is a CapTel user in the triangle region of NC. He has a severe to profound bilateral hearing loss, reads lips, and has worn hearing aids since age four. He grew up in Richmond, Virginia and attended the College of William & Mary, where he met his wife Lyla, at the William & Mary School of Law. After working for the NC Division of Services for the Deaf and the Hard of Hearing (DSDHH) for three years, Philip accepted a position last August as the Access Specialist at the NC Division of Vocational Rehabilitation Services (DVRS), where he updates theACCESS North Carolina travel guidebook that contains tourist site accessibility information for people with disabilities, and administers the state's service animal registration program.

Growing up, Philip needed his parents' assistance to speak on the phone. He later got a Voice Carryover (VCO) phone in high school and used that as well as a TTY in college and law school. Philip learned about CapTel after he moved to North Carolina in 2004 and started an internship with DSDHH. He loved it because he loved any type of captioning technology and realized that calling people directly with a CapTel was easier and faster than calling people through the Relay Center on a VCO phone.

At first Philip struggled with CapTel because the person on the other end would sometimes answer and say, "Hello! Hello?" and hang up before the captions would start appearing on my phone. But he soon learned to overcome this captioning delay by responding as soon as he heard the other person's voice, and would sometimes say, "I am hard of hearing and am using a special CapTel captioned telephone. Please excuse me for the delay in my response." Philip would also see some spelling or word errors caused by the voice recognition technology, but his strong command of the English language allowed him to figure out what the other person said, and he would ask a person to spell out a name or phone number to make sure the name or phone number appears correctly on his screen.

Philip uses two-line CapTel in his office and at home. With two-line CapTel, all of his incoming calls are automatically captioned. "This is important" Philip said, "because the people who call my office to request a service animal registration application or who call my house to speak to me and my wife don't necessarily know that I use CapTel. With VCO or one-line CapTel, I would have to give out the Relay Center's number, but it is impossible to give it out to everyone who could have a reason to call me. I recently received the new CapTel 800i for my office, and its large colorful screen with large font make it even better than the original CapTel 200! I encourage anyone with a hearing loss and understandable speech to try CapTel, and, if it seems hard at first, be patient and give it another chance!"

not able to see flashing or strobe lights as she has low vision.

Her hobbies include hiking, camping, cooking ethnic food such as Jamaican and Italian and exercising.

The two most important things in her life are the Uniphone and her dog Campwood. Her motto is "Persistence" How fitting is that since she is now an advocator for the American Disabilities Act.

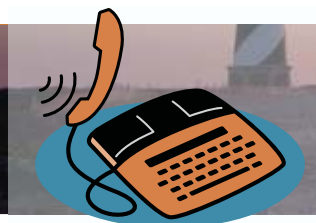# How does Answering Machine/ Voicemail Retrieval work?

So how does it work?

1. For Answering Machine Retrieval you simply call your relay operator at 1-800-735-2962 or dial 711.

2. When the operator picks up, you type "AMR GA."

3. The operator will then type "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA."

4. Place your handset on the speaker portion of your answering machine, and the operator will temporarily record your messages.

5. When you are finished, place your handset back on to the TTY, and type "GA."

6. Then the operator will listen to the messages they have temporarily recorded and relay them to you.

Some of you may be curious as to how to retrieve your answering machine or voice mail messages. The process is quite simple!

First of all, for those of you who are unaware, AMR or Answering Machine Retrieval and Voicemail Retrieval is a service provided by RelayNC for those of you who utilize the traditional relay services. This service allows you to call a relay operator and retrieve any messages you may have received while you were unable to answer the phone.

As for Voicemail Retrieval, the process is just as simple. Again, you call your relay operator, but with Voicemail Retrieval you type the phone number you wish to call with your password or any other special instructions and then "GA." For example, if you are trying to retrieve voice mail messages from your cell phone, you would tell the operator your cell phone number, and the password you use to access your messages. They will then be able to access your voicemail and relay those messages to you.

What does VCO mean?

The VCO (Voice Carry Over) allows the deaf or hard of hearing to speak directly to a hearing person through a Uniphone. The Relay Operator will type what the hearing person says onto the Uniphone so the deaf or hard of hearing can read it on the TTY. It is a very popular relay service for any deaf or hard of hearing individual who can speak and want to use his or her voice but are not able to hear the phone.

1
VCO User talks to Voice User directly.

2
After VCO User says, "Go Ahead", it is Voice User's turn to respond.

3
Voice User talks to VCO User while the relay operator types Voice User's message.

4
VCO User reads the message on the TTY or text display equipment.

4

ABOUT THE CapTel® NC state program:

Residents with income restrictions may qualify to receive a CapTel 200 phone at no cost through the state's Equipment Distribution Service Program. Those wishing to apply for a captioned telephone must first be seen by a Telecommunications Consultant to determine if they meet certain eligibility requirements and receive a demonstration. All individuals who have hearing loss may contact one of the seven regional centers to find out the financial qualifications or to set up an appointment for a demonstration. There are seven Regional Centers located throughout NC. To see the list of counties each Regional Center covers, check on the website at **www.ncdhhs.gov/dsdhh/about/where.htm** or call toll-free at **1-800-851-6099**.

CapTel® for $99.00

If a person does not qualify for a free phone, they may purchase it from WCI at the reduced cost of $99.00. No demonstration is needed and there is a 90 day money back guarantee for those who buy it. The special $99.00 fee applies only to individuals who are residents of NC.

To purchase a CapTel phone directly contact:

> WCI
> 926 Colorado Avenue
> Santa Monica, CA 90401-2717
>
> Toll Free: (800) 233-9130 (TTY/Voice)
> Fax: (310) 450-9918
> Email: CapTel@weitbrecht.com

FREE Captel® Training

REMEMBER! For those who have a CapTel and would like free training on the device, please contact the CapTel NC Account Manager at:

> Kim Calabretta Account Manager
> Account Manager NC CapTel
> 4030 Wake Forest Road, Suite 300
> Raleigh, NC 27609
> Toll Free: 1-866-545-4012 (V/TTY/CapTel)
> TTY: 1-919-719-2706
> EMAIL: Kim.M.Calabretta@sprint.com

Interested in 2-Line CapTel®?

With 2-Line CapTel, you can get all your calls automatically captioned, including INCOMING calls. 2-Line CapTel requires two telephone lines. The benefits of 2-Line CapTel include:

- Receive captions on all incoming calls, not just those made through the CapTel toll-free number. Callers only have to remember one telephone number—yours.

- You can turn captions on (or off) at any point in the conversation. With traditional CapTel, you can't turn on captions during a telephone conversation.

- Get captions for every type of call, including emergency calls. (1-Line CapTel calls placed to 911 will connect directly to Emergency 911 Services).

- Simple to set up and you are ready to go!

What you need...

- A CapTel telephone (Model 200)

- Two analog telephone lines with separate telephone numbers. The second line cannot be an extension line. Consumer is responsible for payment for the both phone lines.

Free CapTel® Newsletter

Do you want to receive a FREE newsletter about CapTel from the CapTel company? This newsletter provides updates, news and helpful tips to CapTel users! You can see it online at **www.captel.com/newsletter.php**. For those who do not have a computer and wish to have a newsletter sent to their home, contact the CapTel Customer Service at:

> Customer Service: 1-888-269-7477 (toll free)
> En español: 1-866-670-9134
> Fax: 1-608-204-6167
> Email: CapTel@CapTel.com

CapTel is a registered trademark of Ultratec.

FUN QUESTIONS

1) Who is the founder of Speech to Speech relay services?

2) What year was RelayNC first established?

3) What is the full name of CapTel?

4) How many North Carolinians are deaf and hard of hearing (Estimate)?

5) What does TDD stands for?

Community Happenings Pictures

Jimmy Miller and Halina Milewska
Deaf-Blind Camp-Camp Dogwood
Sherrills Ford, NC

Fred Fleetwood and Daisy Ogola
Deaf Awareness at Fort Fisher Aquarium
Wilmington, NC

Bobby Shealy and Jimmy Miller
NCSD Homecoming Event
Morganton, NC

Myra Fleming and Jimmy Miller
North Carolina Rehabilitation Association Conference
Chapel Hill, NC

Jimmy Miller and Karen Whittingham
Conference on Exceptional Children
Greensboro, NC

Mary Crump, Bola Desalu and Martina Moore-Reid
Conference on Exceptional Children
Greensboro, NC

Kim Calabretta, Marcel Bellamy, Debbie Johnson-Canupp, Myra Fleming
HLAA's Walk4Hearing
Raleigh, NC

Robert Shealy, Tommy Moses, Bola Desalu, William Elliott and Jimmy Miller
CAAD Basketball Tournament
Charlotte, NC

RAP (Relay Ambassador Program)

What is the relay ambassador program? This program consists of RelayNC Outreach Specialists and CapTel Consultants. They help to promote and increase the awareness of many different kinds of relay services throughout the entire North Carolina. They go to deaf clubs, companies, hospitals, senior citizen homes, colleges, community events, festivals, and many more. They also give presentations to interested parties.

Robert Shealy
RelayNC Outreach Specialist

While he attended college, Robert Shealy had a general knowledge about relay service – 711 and the use of basic TTY. He was so excited when he first bought TTY around 1985/1986. He immediately called all of his friends, and was so excited that he did not have to rely on his mother to make calls for him, especially when setting up times to meet and hang out. The TTY allowed him. Now he could easily call directly to his friends to set up a time to meet by himself. He noted that his first TTY call was using long 800 numbers when calling his hearing friends and 10 digit numbers when calling his deaf friends. When the long 800 numbers changed to 711, it became so much easier and he loved it. TTY changed his life by having that access to communication. He was able to call businesses, banks, hospitals, make car appointments with his car dealer and yet not have to depend on any of his family members. Although, he currently not actively uses the TTY due to the emerging new technology, he believe that different kind of relay services and products are available to meet different people's needs.

Fast forwarding, he visited several RelayNC community workshops to learn more about RelayNC in depth such as Speech to Speech, HCO, VCO, STS and VRS from time to time and was encouraged to apply for the Outreach Specialist position because the former Account Manager believed he could do it. He went for it and landed a job part time as Outreach Specialist. Beforehand, his job was to install VRS and sell blackberry. He enjoyed going to customer's homes, and meeting/explaining to customers how to use VRS. Today his job is to set up booths at numerous conferences and tradeshows. He has really enjoyed helping people to meet their relay needs over the past two years.

He shared one story that touched his heart. It was at the Health Expo in Raleigh last year. One woman started to cry when he was explaining RelayNC to a group of people. He approached the woman and asked her if she was alright. She expressed to him that her audiologist informed her yesterday that her hearing test displayed that her hearing is going down, and she eventually would not be able to chat on the phone like she used to. He informed her that you came at the right time and right place. He handed her RelayNC brochure and she left with a happy face. His belief is that is what RelayNC is for. He says "Thank you, RelayNC, for helping their life for a great telephone accessibility for state of North Carolina."

Known as Bobby, he was born in Fayetteville and grew up in Wilmington. His parents moved the family to Wilson so that he could attend Eastern North Carolina School for the Deaf (ENCSD) due to the fact that his parents did not want him to live in the dorm. He graduated from ENCSD in 1984. After his high school graduation, he worked in Data Entry at BBT for 3 months. He then went to work at Merck Pharmaceutical Company. He quit after 5 years and went to Gallaudet. He obtained his Bachelor's degree in Business Administration. After an unsuccessful job

Ron Kolodziej
CapTelNC Consultant

Ron Kolodziej is the Charlotte Regional CapTel Consultant. He has a Cochlear Implant, and a hearing guide dog named, Pozi. Mr. Kolodziej has a double major in Education/Counseling the Deaf and Hard of Hearing as well as Deaf/Blind. He has been a teacher and counselor for 30 years.

Ron is not a stranger to the Telecommunication Equipment Distribution Program (TEDP) as he previously worked for the South Carolina TEDP program prior to his relocating to Charlotte five years ago.

Ron relied on an amplified handset phone along with his hearing aids, but it was cumbersome to hear the words that sounded alike, and he often had to have callers repeat themselves. Then he utilized a Voice Carry Over (VCO) phone which enabled him to read the responses, and still use his own voice to reply. This device was invaluable for communication, but it was a slow process with the entire comprehending of the conversation. Eventually a new feature of reading captions came along which was an added boost to listening to speech much more consistently. Ron was now able to enjoy the flow of the conversation without slowing down the caller.

Since there were no available career openings in Education/Counseling in NC, an opportunity was made for Ron to work as a consultant for the CapTel NC program. This was a natural evolution for him as he has worked in the field of hearing loss. Ron continues as a CapTel NC Consultant- four years strong.

Being a CapTel NC Consultant for the Charlotte region covering 10 counties, Ron does presentations at senior centers which helps to educate the awareness of the availability of communication access. There is on-going follow up for post training on CapTel for those who receive the phone; and even help for those CapTel clientele whose phones were damaged recently by a severe tornado as Ron was able to make house calls to provide loaner phones.

As Ron likes to put it, "Truly, I empathize with folks who experience communication barriers, and this process can create isolation or complete anger with the hearing world at large to varied feelings. Once a client has witnessed a consult with similar experiences, there is creation of bonding, and renewed friendship to embark on reconnecting with their communication needs albeit, a vital daily need. Yes, CapTel consult is a professional who works to strive to satisfy from the heart- radiating care, concern, and compassion!

search in the DC area, he went back to Wilson and applied at his old company. He was then hired to work in the business administration office. Unfortunately his position was cut, but they offered him a position as an operator. He has been working at the same company now for over 15 years.

He has now been married to Kate for 12 years and currently they have two lovely children- Andie, a daughter aged 9, and Richard Jayson, a son aged 5.

Upcoming Topics for Spring 2010

- Please Do Not Hang Up!
- What is Hearing Carry-Over (HCO)?
- One-Line CapTel vs. Two-Line CapTel.

Dial 7-1-1 or
use these toll-free relay numbers:

1-800-735-2962	**TTY to Voice**
1-877-735-8200	**Voice to TTY**
1-888-762-2724	**ASCII**
1-877-735-8260	**Voice Carry-Over**
1-877-735-2962	**Hearing Carry-Over**
1-877-735-8261	**Speech-to-Speech**
1-877-825-2448	**Spanish Relay**
1-877-243-2823	**Voice to CapTel**

RelayNC Customer Service
1-800-676-3777 (Voice/TTY)
1-800-676-4290 (Español - Voz/TTY)

CapTel Customer Service
1-888-269-7477 (Voice/TTY)

Website: www.relaync.com

mailing label here

Relay North Carolina
NEWSLETTER

WINTER/SPRING 2011

relaync.com

Relay NC Website has a NEW LOOK and DESIGN!
www.relaync.com

We have updated the website to make it easier for consumers to navigate through the tabs by using simple ICONS which reflect services, products, or other information related to Relay NC. Some of the new features include presentation and exhibit request forms, a Public Service Announcement (PSA) of CapTel NC, upgraded information in Spanish, information on Relay Conference Captioning (RCC), and additional organization links. See the screenshots below that show the new website look!
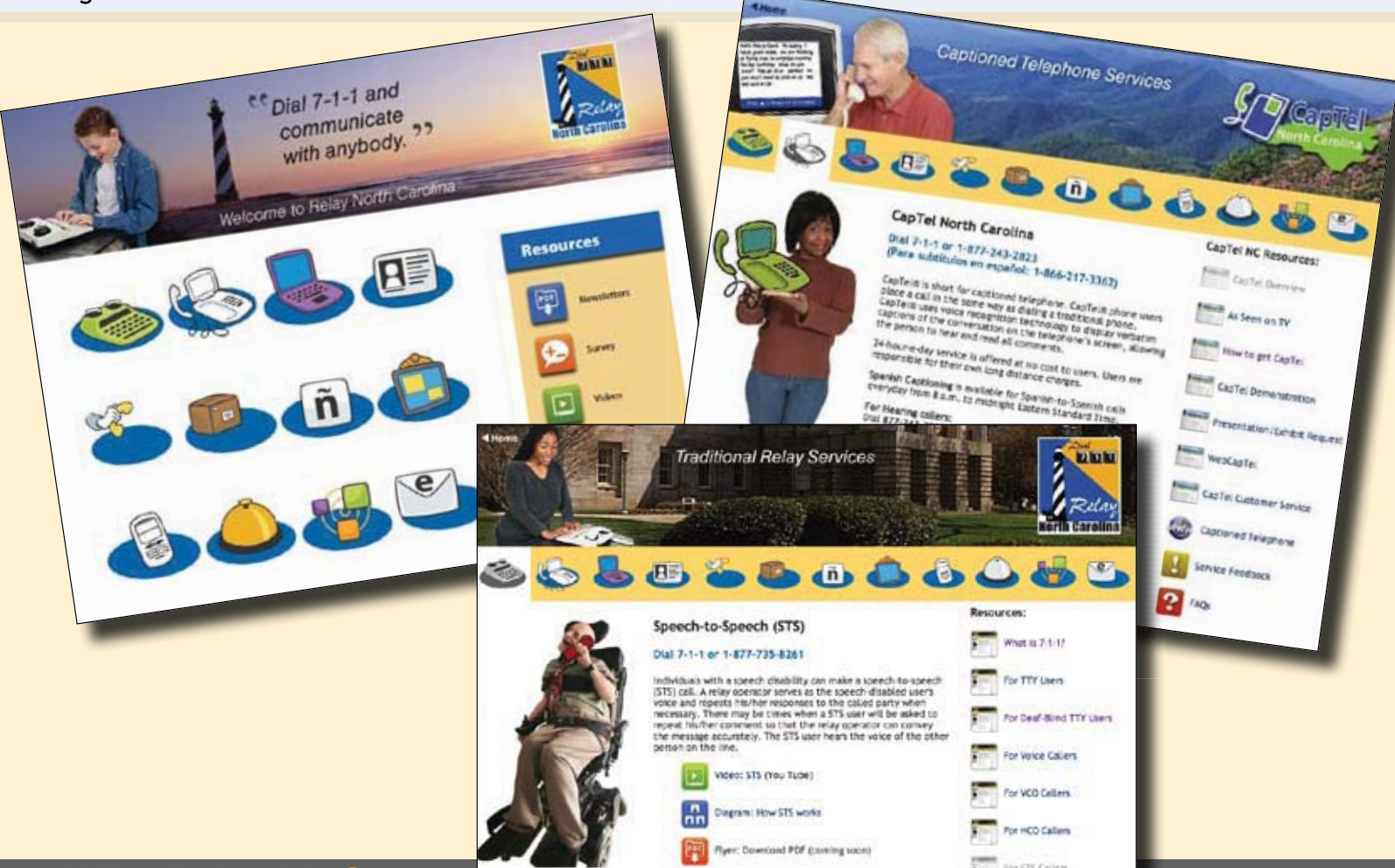
What's Inside?

A Message from RelayNC Manager

Welcome to a new year with RelayNC! We are proud to announce our new, updated website! Just click on the icons that you wish to view and a new page will appear explaining the service. We have added information with new tabs, including a tab to request information, presentation and exhibits. Please check it out at relaync.com and let us know how you like it. Soon we will be adding a survey on the website so be on the lookout for it.

We are thrilled to introduce a brand new RCC and STS banner and you will be seeing it at our booths or presentations. We also updated our advertising and flyers specifically with RCC and STS information. Most importantly we have updated our RelayNC brochure by making it fold out style with improved photos and explanations of our services. Be sure to pick up the new flyers the next time you visit one of our booths.

It has been a busy Fall and Winter, as we have finished up exhibits such as the Southern Women's Conference in Charlotte, Deaf Day at the Zoo and the Disability Awareness Fair. We are all over the state, meeting new people and informing them about our service. It makes working with RelayNC so rewarding! Remember we can come out to provide presentations and host booths at your events, just send us an email or give us a call. I look forward to hearing from you in 2011!

RelayNCly, Bola Desalu, RelayNC Manager

A Message from CapTelNC Manager

2010 was a busy year for CapTel NC. We have seen tremendous growth in activities from the CapTel Consultants, with exhibits and presentations. The CapTel NC PSA was aired in the Spring as well as in Fall, which featured a newly developed PSA reflecting diversity. While the year has not wrapped up yet, our outreach attempts through presentations and exhibits have totaled 13,924 consumer contacts statewide. CapTel NC is fast becoming a household word! The biggest highlights for this Fall were the Southern Womens Show, and the MUM Fest which generated a huge turnout for our booths.

The biggest news for NC – the 800i model is now available under the state EDS program! People now have the option of choosing from two models, depending on the phone set up in the home or office.

Featured in this newsletter you will find information on CapTel with tips on how to handle delays on your phone, learning about VOIP and Vonage using CapTel, new updates from CapTel and understanding the difference between CapTel models 800 and 800i.

Here is wishing you a wealth of peace and happiness for 2011.

Kim Calabretta, CapTel NC Manager

Carol as a CapTel User

Carol has been a telephone coordinator for about 8 to 10 years for the AARP Driver Safety Program. The telephone coordinator (TC) calls a number in Washington, DC to retrieve messages from people who have called in for information about classes in their respective areas. The TC records the necessary information and sends it to an appropriate Program Volunteer so that the individual requesting the information receives it. This requires daily calls to the Washington number and the ability to get accurate contact information. Without CapTel, Carol had to call on her husband again and again to get the correct information. With the CapTel service only once in a great while did she ever have to ask for any help.

Currently, Carol and her husband live in Morganton, NC where they have lived since 1976. Originally, they came from Upstate New York, he from Rochester and she from her family's farm in the Utica area. Carol is a retired nurse with an RN, Bachelor's degree and Master's degree in Nursing Education from The University of Rochester. She has taught in several nursing programs and been a nurse in a number of facilities around the U.S. Her last employment was in Staff Development at Broughton Hospital in Morganton.

For hobbies, she enjoys extensive reading, swimming, and doing water aerobics.

We are looking NC Relay users who are interested in sharing their experiences in using Relay NC with our readers.

Relay users can use TTY, Voice Carry-Over (VCO), Hearing Carry-Over (HCO), Speech-to-Speech (STS), Relay Conference Captioning (RCC), Voice or Spanish Relay.

For more information, please contact Bola Desalu at bola.desalu@sprint.com.

Carol heard about the CapTel program from her husband whose field was rehabilitation and education for deaf people. He met NC CapTel manager, Kim Calabretta, and learned about the Captel program and brought home the information. Carol had been having a lot of difficulty with the telephone due to her hearing loss and the program sounded interesting, so, they contacted Kim who explained the program more fully to Carol and told her what the eligibility requirements were. It was easy for her to meet the requirements since she already had a record with a Charlotte Otologist and a Hearing Clinic where she had been fitted with a hearing aid for each ear.

Carol really likes the CapTel service because it is so much easier to understand people she speaks with on the telephone. She highly recommends it to anyone with a hearing problem that interferes with their ability to conduct telephone conversations comfortably.

CapTel is pleased to announce two new enhancements to Customer Service:

New! Expanded Hours:

Expanded CapTel Customer Service Telephone Hours:

Now available Mon-Fri from 7:00 a.m. - 7:00 p.m. Central Standard Time

(formerly available from 8:00 a.m. - 5:00 p.m.)

Toll free Customer Service Main Number: 888-269-7477 V/TTY

New! Online "Instant Chat" Support:

Visitors to the CapTel website can now Instant Chat with a Customer Service representative to get help. Simply click on the "Live Help" tab in the Customer Service section of the CapTel website. This opens a dialog box with a dedicated Customer Service representative, who can assist directly online.

Customer Support Instant Help:

Additional customer support materials are available online at the CapTel website to answer common user questions.

Visit our website any time **www.captel.com/customer-service.php**

NCSD Homecoming Events

North Carolina School for the Deaf at Morganton, NC

Eastern North Carolina School for the Deaf at Wilson, NC

What does STS mean?

Individuals with a speech disability can make a Speech-to-Speech (STS) call. A relay operator serves as the speech-disabled user's voice and repeats his/her responses to the called party when necessary. The STS user hears the voice of the other person on the line. There is no special equipment needed to use this service, which is free in the state of North Carolina. Just dial 7-1-1 or 877-735-8261 to access this service. For more information, go to www.relaync.com/sts. Don't forget to read about our STS outreach specialist, Gary Minor, on page 7.

1 STS User talks to Voice User.

2 Relay operator re-voices STS User's conversation to Voice User.

3 Voice User talks directly back to STS User.

Relay Operator

STS user   Voice User

Relay Operator

STS user   Voice User

Relay Operator

STS user   Voice User

4

What is the difference between the CapTel® 800 and the CapTel® 800i?

There are **TWO** main differences:

CapTel 800 is for people who do not have high-speed Internet access.	CapTel 800i is for people with high-speed Internet access.
With CapTel 800, callers need to dial the Captioning Service first and enter your phone number in order for you to get captions*.	With CapTel 800i, people call your phone number directly and you get captions.

* If you use CapTel 800 in 2-Line mode (optional), people can call your number directly, they do not have to dial the service first.

Apart from the differences listed above, the two phones are nearly identical. They look the same and have most of the same features.

I have VOIP phone lines, can I use CapTel?

CapTel 800i:
You can use **CapTel 800i** with VOIP phone service (you also need high-speed Internet access).

CapTel 800:
You cannot use **CapTel 800** with VOIP phone service if you are using **CapTel 800** in 1-Line mode. The one telephone line must be analog.

2-Line CapTel 800:
If you use CapTel 800 in 2-Line mode, you can use VOIP phone service for Line 1. Line 2 must be analog.

Handling Delays with the CapTel® Telephone

CapTel makes using the telephone as fast and easy as using a standard telephone. Ideally, this means that delays are kept to an absolute minimum, but there typically is a 3 to 5 second delay between the time a CapTel Communications Assistant (CA) transcribes the other end of the conversation until the time it appears on your display screen as captions. Occasionally, delays may be longer, depending on the speed and complexity of the conversation, or problems on the line that could interfere with the rate at which captions are displayed. To make sure that the other person knows that you are there during these delays:

Use the Signal Meter: This square graphic appears in the CapTel display screen during a captioned call (outgoing and incoming) and lights up to indicate sounds on the line. When a call begins, if you see the meter moving, whether or not you hear a voice or see captions, you may want to say something like, "I'm on the line, I will be with you shortly," to let the other party know that you are there. Many CapTel users simply let the other person know that they are using a CapTel phone. You may choose to explain, "I am using a captioned telephone for this call. You may experience a slight delay before I respond while I read the captions, OK?"

Avoid Awkward Pauses: Inform your callers that you are waiting for captions so as to avoid any "awkward pauses" during conversations. For example, if someone with whom you were speaking asked an emotionally weighty question, and there was nothing but silence on the line for a longer-than-normal period of time, it could be misconstrued as a negative response, when in fact you were simply waiting to find out what the question was. When appropriate, you may want to make small acknowledgements such as, "Uh-huh," or "Hmm," while waiting for captions to appear. Alternately, you might simply say something like, "One moment, I'm reading captions."

Ask Them to Slow Down: If you notice sizable delays in the captions, you may ask the other party in your conversation to slow down slightly if it appears that they are speaking faster than their words can be captioned, or to spell out complicated words or names, to insure the most accurate CapTel experience possible.

CapTel is a registered trademark of Ultratec.

Community Happenings Pictures

Debbie Johnson-Canupp & Kim Calabretta, CapTel NC Manager
Jacksonville Fun Day at the Park, Jacksonville, NC

Marcel Bellamy, CapTel Consultant & Diana Charbonneau, Telecommunications Consultant for the Wilson Regional Center
"Support Our Vets" at Hertford County Elder Fair, Wilson, NC

Karen DeNaples, Professor at UNC-Greensboro & Bola Desalu, Relay NC Manager
KissFest, Greensboro, NC

Interpreter & Jimmy Miller, Relay NC Contractor
NC Pride Day
Durham, NC

DSDHH Director, Jan Withers & Gary Miner, STS contractor
AT Expo
Raleigh, NC

Ron Kolodziej with a CapTel customer
Southern Women's Show
Charlotte, NC

Bola Desalu (left), Bob Shealy (right) with the North Carolina Association for the Deaf (NCAD) officers
Deaf Day at Zoo
Asheboro, NC

Mike Dreisbach with customers
Italine Festival
Wilmington, NC

RAP (Relay Ambassador Program)

What is the relay ambassador program? This program consists of RelayNC Outreach Specialists and CapTel Consultants. They help to promote and increase the awareness of many different kinds of relay services throughout the entire North Carolina. They go to deaf clubs, companies, hospitals, senior citizen homes, colleges, community events, festivals, and many more. They also give presentations to interested parties.

Gary Miner
STS Outreach Specialist

Gary Miner grew up in Columbus, Ohio. In 1964, he joined the Marines and was deployed in Vietnam. His family (3 brothers, Uncle and cousin) all served in the military. He later moved to NC in 1976, where he currently resides with his wife, 3 kids and 9 grandkids.

In the late 1990s he was diagnosed with stage four throat cancer, which eventually led to surgery to remove his larynx. For a year he had no ability to speak, depending on writing back and forth on paper to communicate. There is no known reason for his cancer, other than the possible exposure to Agent Orange during his term in Vietnam.

Gary learned to communicate by using his thumb to press against the hole in his throat, which enabled him to produce his voice for speaking. He also has the option for an artificial electro larynx device which creates an artificial voice when pressed against his throat.

While researching on the Internet, Gary discovered Relay NC. In 2005 he started working with people with speech difficulties. Upon meeting the Relay NC account manager, he learned more about the Speech to Speech program, and was offered to work with the team to promote STS in 2007.

He began his new career with STS North Carolina through presentations and exhibits. He admits people are fascinated with how he communicates. He loves to talk to people, explaining that STS opens doors for people. "Just because you can't speak, doesn't mean you can't communicate. STS is a gift to us". At all of his booths, he demonstrates the statue of the Giraffe, an animal he has adopted as his "mascot". Gary loves to educate people about this unique creature, noting that the Giraffe has no vocal cords and communicates through neck movements!

When communicating with other people with speech impairments, he tells them "not to be shy and find a way to be creative with how to talk". His favorite part of the job is meeting people and educating them about STS. His passion for working with people has earned him the Bobby Simpson Award for his outstanding work in Onslow County for people with disabilities by the Mayors Committee in 2006.

Gary is a terrific member of the Relay NC team and we are proud to have him on board!

Marcel Bellamy
CapTel NC Consultant

Marcel Bellamy is the Wilson Regional CapTel Consultant. She came to work for CapTel in 2007 and really enjoys helping consumers meet their communication needs! She says CapTel is a very rewarding job. Marcel covers the eastern region for CapTel and likes the flexibility of the job. She enjoys installing & training consumers on their CapTel phones, as well as providing presentations & working CapTel exhibits for consumer groups, business, agencies, and organizations. She says it is a very positive experience to hear consumers say they had stopped using the phone until they found CapTel!

Marcel has been married to Isaac for 26 years; they have 2 children, IJ 24 years & Jennifer 22 years. They moved back to North Carolina from Virginia in 1999 when her husband ended his naval career. At that time she accepted a job at the Eastern North Carolina School for the Deaf. Even though she had many years of experience working with children, she had no sign language skills. She felt compelled to learn sign language knowing the importance of being able to communicate with the children in an educational setting in order to help them be successful. Because of this she enrolled in the Wilson Technical Community College Interpreter Training Program (WTITP) and earned an AA degree in Interpreting. That started her career of working with the deaf and hard of hearing populations. After graduating from WTITP she worked as a Language Facilitator in the public school system. She has also worked as a casework assistant for the counselor of the deaf & hard of hearing caseload with Vocational Rehabilitation.

Marcel loves spending time with her family, and now that her children are young adults, she looks forward to her first grandchild one day. In her spare time she enjoys quilting and reading a good book.

FUN QUESTIONS

1) RelayNC will have a big anniversary this year! How many years has it been since RelayNC was established?
2) What is the name of the representative who advocated for the relay services in the state of NC many years ago?
3) Which CapTel model has Internet access?
4) What is the website address for NC Relay Conference Captioning?
5) How many new icons can be found on the Relay NC homepage?

1) 20 Years 2) Harry Payne 3) CapTel 800i 4) www.ncrelaycc.com 5) 16 icons

New Website!!

- www.relaync.com
- CapTel Service
  www.relaync.com/captel
- Relay Conference Captioning
  www.relaync.com/rcc
- Speech-to-Speech
  www.relaync.com/help
- Customer Services
  www.relaync.com/customer

Dial 7-1-1 or
use these toll-free relay numbers:

1-800-735-2962	**TTY to Voice**
1-877-735-8200	**Voice to TTY**
1-888-762-2724	**ASCII**
1-877-735-8260	**Voice Carry-Over**
1-877-735-2962	**Hearing Carry-Over**
1-877-735-8261	**Speech-to-Speech**
1-877-825-2448	**Spanish Relay**
1-877-243-2823	**Voice to CapTel**

RelayNC Customer Service
1-800-676-3777 (Voice/TTY)
1-800-676-4290 (Español - Voz/TTY)

CapTel Customer Service
1-888-269-7477 (Voice/TTY)

Website: www.relaync.com

mailing label here

RelayNC
4030 Wake Forest Road
Suite 300
Raleigh, NC 27609
www.relaync.com

Relay
North Carolina
711

Relay North Carolina NEWSLETTER

SUMMER 2011

Relay NC 20th Anniversary Event – August 20, 2011

We are pleased to announce that Relay NC will be celebrating their 20th Anniversary by hosting a social event at One Eleven Place in Cary, NC. It will be from 1-4 pm on August 20, 2011. We will be providing hors d'oeuvres as well as entertainment which includes a magician, face painting, a photo booth, and other fun activities. The event is free and open to the public including children and seniors. We are planning to have several booths showcasing old brochures/flyers and promotional items that have been used over the last 20 years. If you have any old Relay NC brochures/flyers and promotional items from the last 20 years and are willing to lend them to us, please contact

Bola at **bola.desalu@sprint.com**. The individual who sends the oldest Relay NC brochures/flyers and promotional items will receive a prize at the event.

If you are interested in attending, be sure to RSVP through our website **www.relaync.com/20anniversary**. If you have a special request such as needing SSP or ALD, you can make this note through our website as well.

If you have any questions, feel free to contact our assistant, Natalie, at **natalie.clanton@sprint.com**.

You can download the copy of our flyer through our website.

Relay NC 20th Anniversary Event!
One Eleven Place
111 Realtors Way
Cary, NC 27513
Saturday, August 20, 2011
1:00 PM – 4:00 PM

Celebrate
1991-2011
Relay
North Carolina
Years of Excellence

www.relaync.com/20anniversary

What's Inside?

A Message from Relay NC Manager

Hello, North Carolinians!

It has been a busy spring for all of us. We participated in many exhibits across the state of North Carolina. Our biggest exhibit was at Deaf Nation in Greensboro. We are very grateful that Deaf Nation came back to NC and were glad to see the excitement of people as they learned about different relay services (especially Relay Conference Captioning and Speech-to-Speech Service). We also exhibited at many tradeshows including the Southern Ideal Home Show, Southern Women Expo and Business Expo educating many hearing people about the relay services. Many of them know of friends, co-workers, neighbors or family members needing our service. Also they will be better equipped on how to handle any relay calls they may receive in the future. My goal is to get the message out so that more people out there can benefit from our relay services.

It is hard to believe that the summer is coming very soon. We will busy sponsoring many different deaf organizations' cookouts this summer, as well as setting up booths at these events. We are looking forward to seeing old and new faces. Lastly, we are committed to educating people on what kind of relay services are out there to meet their needs.

However, we are most excited about celebrating Relay NC's 20th Anniversary in August. Times sure have changed since the ADA law was first established in 1990. (Please refer to the information on the first page.) We hope to see you at our event on August 20th as it will be a lot of fun!

RelayNCly,
Bola Desalu, Relay NC Manager

A Message from CapTel NC Manager

Summer is here! Being a transplanted New Yorker, I love the fact that we have short winters in NC. This state has the best seasons to enjoy. Now is the time people go on vacation, to relax from their hectic day to day activities and work.

For CapTel NC, things really don't slow down, but we get the chance to do more outreach outside during many of North Carolina's street festivals. Our Consultants as well as the Regional Center staff continue to provide services on CapTel for consumers who have made inquiries or have seen advertisements including the Public Service Announcements broadcasted on TV.

In this newsletter you can read about the CapTel Consultant Spotlight on Wayne Giese, Morganton Consultant. In addition this newsletter includes the consumer spotlight as well as information assisting Federal employees with obtaining CapTel, new customized Call Me Cards and learning how to deal with CapTel word errors on the screen.

Hope you enjoy reading this edition and take the time to relax during these warm summer days!

Kim Calabretta, CapTel NC Manager

Attention to Relay NC Users

We are looking for Relay NC users who are interested in sharing their experiences in using Relay NC with our readers.

Relay users can use TTY, Voice Carry-Over (VCO), Hearing Carry-Over (HCO), Speech-to-Speech (STS), Relay Conference Captioning (RCC), Voice or Spanish Relay.

For more information, please contact Bola Desalu at **bola.desalu@sprint.com**.

? Fun Questions

1) What day and month was effective for the new phone bill surcharge cost of 11 cent?

2) Which Relay Services allows you to use your voice to speak and read the response on TTY?

3) When did CapTel launch in the state of NC?

4) Where can you obtain free telecommunication equipment if you qualify?

5) How many CapTel consultants are educating NC people?

ANSWERS:
1) April 1, 2011
2) Voice Carry Over
3) 2004
4) DSDHH - Equipment Distribution Service
For more information, go to www.relaync.com/eds.html
5) Six

Interview with a CapTel® User

Mildred Mosely as a CapTel® User

Mildred is a native of NC, born in Wilson and moved to Edgecombe county where she grew up. There she met John Mosely, got married and raised their son John Jr. in a house built by Mr. Mosely. The house was situated on farmland, which allowed the couple to farm their crops in the 60 years of living there. After her husband passed away in 1997, Mildred continued to live at the residence, growing corn, potatoes, squash and cucumbers, something she still does at

95 years young! Her family is close by, and neighbors check on her on everyday. Church has been an active part of her life, attending the Eagle Baptist Church for the last 45 years.

Back in the 1940s Mildred noticed her left ear was getting clogged up, so she saw her ENT doctor in Wilson. He said the swelling in the ear was enough to need surgery, which she had soon after the diagnosis. After the operation, she discovered she had no hearing left in her ear. Her right ear had a normal hearing range, then started to go down 30 years ago. She has since used hearing aids in her left ear.

Church sermons are difficult to follow, even with a system used to provide more sound for those with a hearing loss. She likes to sit near the pastor and he will give her an outline of the sermon before it begins. Mildred still drives, going food shopping at a local grocery store, church and to see her doctors, preferring to stay active.

Ms. Mosely first discovered CapTel through her sister, who had an appointment with the State agency to get a phone from the program. Both sisters qualified and Mildred began using it everyday. It reached a point it began to wear out so her son bought the new updated model 800, which she currently has in her living room.

"I like it and I hope I never have to do without it!" she smiled, mentioning that she loves it to call her son, neighbors and doctors with independence. Her favorite feature is the speed dial. Mildred's advice – "I wish everyone who had a hearing problem had CapTel"

CapTel NC Page

Federal CapTel®

CapTel® phones & service is available for active Federal employees.

To order a CapTel phone:

Option 1:

Federal CapTel Order Form

Print and fill out the Federal CapTel Order Form to order directly from WCI at:
www.captel.com/federal-order-form.pdf

Special price: $99

Option2:

Federal employees who are deaf or hard of hearing may request a free Federal CapTel phone through the Computer/Electronic Accommodations Program (CAP). For a list of DOD and Civilian agencies that partner with CAP, please visit the CAP website at
http://cap.tricare.mil/Customers/PartnerAgencies.aspx

Active Federal employee may apply for a CapTel phone through their state's equipment distribution program.

Walter's wife called and said this:
" *Walter, don't forget your swimsuit – water's just fine!* "

www.relaync.com/captel

" Oh, dear! "

Walter don't forget your swimsuit water's just fine how soon will you be here?

Walter heard this:
" *Just forget your swimsuit... won't have mine!* "

Catch every word with CapTel® 800 or CapTel® 800i, and you'll never be caught with your pants down.

A free service provided by CapTel North Carolina is the solution for people with a hearing loss. A CapTel® phone allows them to **hear** and **read** everything the person on the other line says to them!

CapTel is a registered trademark of Ultratec, Inc.

For more information about the service or to get a CapTel® 800 or CapTel® 800i phone, contact:
- (800) 233-9130
- captel@relaync.com
- www.relaync.com/captel

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What are Those Funny Words on the Screen?
Understanding word errors on CapTel®

The more you use CapTel, the more likely you are to see odd words occasionally sneaking into your captioned conversations; words that don't seem to fit with what was being said at all: your neighbor talking about the "crunch sale" he's having over the weekend; being told to "leave a message at the sound of the town," or being asked, "Howard cue viewing?" when you could have sworn you heard, "How are you doing?" These are examples of the kinds of errors that may occur during a CapTel call. While they don't happen often, captioning errors can be confusing at times.

CapTel captions are provided by computerized voice recognition technology, which sets the CapTel Phone apart from traditional relay systems. Instead of typing, a Communications Assistant (CA) is actually speaking the words your caller says into a computer, which "translates" what the CA says into the captions that you see on your CapTel display screen.

Because captions are sent "live," the only way to fix errors is after-the-fact. Have you ever encountered words in arrow brackets? Those are corrections. When a CA spots an error, he or she makes corrections as quickly as possible, so that the CapTel user can see the correction while the error is still visible (making it easier to figure out what was really being said). A sentence with an error and subsequent correction might look like this: "I will meet you at the vest want at 1:30 **<restaurant>**" In this example, the words "vest want" are errors, corrected in arrow brackets as "**<restaurant>**."

If a word or words are consistently being captioned incorrectly (especially if a call is very fast, involves multiple speakers (as in a conference call), or contains many unusual words or phrases) you may want to ask whomever you are speaking with to clarify, "**spell out**" certain words, or simply slow down slightly to allow the CapTel CA to make any needed corrections in a timely manner.

Errors may also occur because of "line noise," or interference somewhere along the signal path. If a call is proceeding with no captions or erratic captions, or if you see "**(static)**" appear on your display, it could be that the CA is not receiving audio, or that there is interference hindering the captioning process.

If you receive a captioned call with numerous errors, corrected or not, please contact CapTel Customer Service. Make a note of the date and time of the call, and use the "Reviewing Captions" feature of your CapTel Phone, as outlined in your CapTel User Manual. Scroll up so that you can see the number of the CA handling the call, as indicated by "**CA#xxxx**" in the display. This information will help the CapTel company trace and correct any problems, so that they may provide the best possible service for our valued CapTel customers.

(CapTel CA# C1234) (Tones)
Ringing 1 2 3 (F)
Hello this is Doctor
Campbells office how may I
help you two day <today>?

Press ▲ to Review the Conversation

Personalize Your Call Me Cards

To call (your name here)
first dial 1-877-243-2823

Then enter my number
and press the # key.

For more information go to
www.captionedtelephone.com

CapTel

Customized Call Me Card for 1-Line CapTel Users are available for the main Captioning Service number. Just type in your name and phone number, then print the cards to send to friends, relatives, and colleagues who call you on a regular basis. These cards can also be printed on standard *Avery 5371 Business Card* paper.

Check it out on the website:
www.captel.com/call-me-cards.php

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CapTel is a registered trademark of Ultratec.

Community Happenings Pictures

Gary Miner,
Speech-to-Speech Outreach Specialist
Second Annual Event for Autism
Brookview Baptist Church
Jacksonville, NC

Jimmy Miller,
RelayNC Outreach Specialist
Deaf Nation
Greensboro, NC

Jimmy Miller,
RelayNC Outreach Specialist
Deaf Nation
Greensboro, NC

Bola Desalu, Relay NC Manager
and Jimmy Miller,
RelayNC Outreach Specialist
Deaf Nation
Greensboro, NC

RAP (Relay Ambassador Program)

What is the relay ambassador program? This program consists of RelayNC Outreach Specialists and CapTel Consultants. They help to promote and increase the awareness of many different kinds of relay services throughout the entire state. They go to deaf clubs, companies, hospitals, senior citizen homes, colleges, community events, festivals, and other places. They also give presentations to interested parties.

Michael Dresibach
Speech-to-Speech
Outreach Specialist

Michael Dresibach grew up in Pennsylvania, and then moved to Delaware while in high school. Upon high school graduation, Michael attended Salem College in West Virginia. He then went on to work with juvenile delinquents for 15 years in Asheville, NC. Michael later shifted to a career in office support for law enforcement where he worked in a variety of different cities including Morganton and Charlotte. He finally settled in Raleigh where he met his wife of 25 years at the Long Branch Dance Country Club. Michael also has two children, Tracey aged 40, and Robby aged 35. Eventually Michael received a MA in Special Education at Appalachian State University. Currently he is a manager for a special unit that focuses on fingerprint work, and also testifies in court for DUI/DWI cases and has been in this position for nine years.

Michael first heard about Relay NC three years ago when he met Gary Miner at a conference. He went home and decided to do his own research on his computer. He learned that the relay service is not only for the deaf and hard of hearing population, but that there are services for the speech disabled as well.

Currently Michael performs outreach for Relay NC's Speech to Speech service. He likes that he can connect to a variety of people. He also loves when people are drawn to the exhibit, and he can share his knowledge with them. Michael also gives presentations at a variety of locations, where he speaks about the service as well as provides demonstrations. He enjoys the "leg work" involved with contacting various agencies to see if they are interested in presentations or exhibits. His contact book is growing and getting thicker and thicker by the day!

Michael says that the most interesting thing that he has found is that many people will come to him and say that they have family members and friends who have speech disabilities just like his. Many people are not aware that some speech disabilities range from minor to serious or more extreme than his own.

Michael explains that he made a bad choice at a young age, by using tobacco products that caused him to develop throat cancer. Michael underwent several different treatments including radiation and chemotherapy, none of which worked. He had no choice but to undergo a procedure called a laryngectomy where his voice box or larynx was removed. He now has to use a special device called an "artificial larynx" that speaks for him by vibrating soft vocal cords and creating a robotic type sound. He emphasizes that there are many ways to help him maximize voice usage, but he prefers this method, as he is most comfortable with it.

Michael has been very active in several well-known organizations. He is a former board member of the International Larynee Club Association. He is also a founder of NC Straight Talker which is a support group for those who have had their larynx removed and need information and resources to handle this disability.

It is Michael's goal to send out the message that this service is available for those with speech disabilities. Speech-to-Speech is

Wayne Giese
CapTel NC Consultant

For Wayne, becoming a CapTel consultant was a natural transition after retiring from Division of Vocational Rehabilitation Services (DVRS). He enjoys interacting with people and assisting them in overcoming challenges. Wayne loves to share information about CapTel services and how it can help them improve their lives. As he puts it, "I strive to stay abreast of the rapidly advancing technology."

Wayne was diagnosed with a moderate to severe, bilateral, sensory-neural hearing loss before age 10. A district school nurse came around to test the students hearing and that is when he was identified as having a hearing loss, which set the wheels in motion for Wayne to visit the doctor and audiologist. His parents could not afford expensive hearing amplification back then and even if they did Wayne would have rebelled against wearing the large body aids available at the time. He would rationalize it by saying that his hearing was not that bad. Fortunately, Wayne was lucky enough to have small classrooms and a quiet and disciplined environment.

During the college years, Wayne made it without assistive listening devices. He learned sign language, not for his own necessity, but for the love of its expressiveness. Later, he obtained employment where he could utilize his sign language skills, and then decided to purchase hearing aids. After 30 plus years Wayne admits he cannot live without them. He started to use assistive listening devices, including captioning on TV, and communication modalities in order to meet his communication needs, quality of life expectations, and to help him feel good about himself and what he can accomplish.

Wayne married his best friend Leslie on his birthday, and they have been married now for 37 years! Their daughter Cara lives in Winston Salem and is married to a teacher and coach of the men's HS Basketball team. Their other daughter, Valerie, resides in Morganton and works with a mental health entity. Jack is the family labradoodle who loves the water (he is a combination of lab and poodle which are both water dogs!) Wayne has a passion for facilitating group bible discussions, teaching tennis to ages 5-80, and overall wellness training. The family loves to boat on Saint James lake and stay active outdoors. He is a self proclaimed people person – never met a stranger!

Wayne explains his role as a CapTel Consultant, "If I can play any small role in assisting others discover good communication avenues I want to be there to inform them, encourage encourage them and give them confidence in handling their everyday communication needs."

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an important tool for people to communicate and remove any barriers. He feels that the most important part of the service is that the service is free! As Michael would say, "It is what it is!"

New Website!!

- www.relaync.com
- CapTel Service
  www.relaync.com/captel
- Relay Conference Captioning
  www.relaync.com/rcc
- Speech-to-Speech
  www.relaync.com/help
- Customer Services
  www.relaync.com/customer

Dial 7-1-1 or
use these toll-free relay numbers:

1-800-735-2962	**TTY to Voice**
1-877-735-8200	**Voice to TTY**
1-888-762-2724	**ASCII**
1-877-735-8260	**Voice Carry-Over**
1-877-735-2962	**Hearing Carry-Over**
1-877-735-8261	**Speech-to-Speech**
1-877-825-2448	**Spanish Relay**
1-877-243-2823	**Voice to CapTel**

RelayNC Customer Service
1-800-676-3777 (Voice/TTY)
1-800-676-4290 (Español - Voz/TTY)

CapTel Customer Service
1-888-269-7477 (Voice/TTY)

Website: www.relaync.com

mailing label here

RelayNC
4030 Wake Forest Road
Suite 300
Raleigh, NC 27609
www.relaync.com

Relay Services for the Deaf-Blind and People with Low Vision

Relay NC provides several services and accommodations for the deaf-blind and people with low vision.

TTY Services
Some TTY models include a bigger screen for higher visibility, large print display equipment to be attached, or Braille. Callers can request that the relay operator reduce the speed of the message coming across the screen in increments of 5 words per minute. The normal speed is 60 words per minute whereas the minimal speed for deaf-blind people or people with low vision is 10 words per minute.

RCC Services
By using Relay Conference Captioning (RCC), users can adapt the font size to be bigger and even change the color of the font and background to fit their needs.

Equipment Distribution Services
Telecommunications equipment is available through the NC Division of Services for the Deaf and the Hard of Hearing (DSDHH) Equipment Distribution Services (EDS) for the deaf, hard of hearing, deaf-blind and speech disability. There are several criteria to obtain free equipment including proof of vision or hearing loss, residence in NC, and an income level at or below 250 % of federal poverty level.

For more information about the DSDHH EDS, go to **www.relaync.com/eds.html**

How to Make a TeleBraille Phone Call:

1 Deaf-blind user types the conversation to relay operator. Relay operator voices the typed message to Voice user.

2 Relay operator types the Voice user's conversation to Deaf-blind user. Deaf-blind user "reads" the conversation through a TeleBraille device
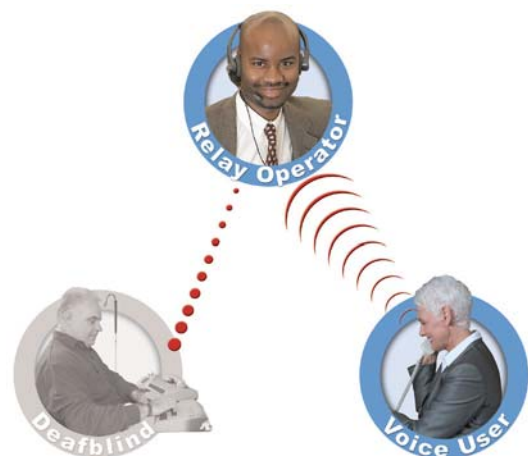
What's Inside?

A Message from RelayNC Manager

Happy Holidays! As the holiday season is just around the corner, I am sure many of you are busy getting ready to cook tons of delicious food and to be surrounded with family and friends. It is so important to be able to call anyone with ease to prepare for Christmas, Hanukah and Kwanza. We are thankful that we have so many different relay services out there so you can make your call in the simplest and most independent way possible.

We had a busy Fall promoting Relay Conference Captioning (RCC) and Speech-to-Speech (STS) at several deaf events and military bases. One of our biggest events, Deaf Awareness Day at the North Carolina Zoo, was a big hit despite the rainy weather. I am so thankful to those who showed up despite the crazy weather, but it was definitely worth it as we all had a great time seeing the animals and learning about Relay NC's services. Thanks to North Carolina Association for the Deaf (NCAD) for their partnership.

As we prepare for the Winter, we will be donating food and drinks as well as manning Relay NC booths for different organizations and clubs' holiday events including the Division of Services for the Deaf and the Hard of Hearing (DSDHH) Regional Centers. Be sure to stop by and learn more about RCC and STS. Most importantly, let us all be merry and have a great time.

RelayNCly,
Bola Desalu, RelayNC Manager

A Message from CapTelNC Manager

Winter is back! I love this time of year when we celebrate the holidays and the New Year. The year of 2011 has been full of opportunities for educational outreach through CapTel booths, presentations, and advertisement inserts in newspapers for the CapTel NC program. We ran several popular events including the Mum festival in New Bern, statewide Health Fairs, Southern Women's Conference, and the Division of Aging and Adult Services in Charlotte. Additionally, we presented at conferences run by AARP, Senior Centers, and HLAA chapters. In total, 1,295 consumers have been educated on CapTel NC via presentations and 11,815 through visiting our exhibits. To date, there have been 506, 169 calls this year using CapTel! Our program is thriving thanks to our dedicated consumers who enjoy using our services. Read on for new announcements regarding CapTel, and enjoy the outreach pictures of our consultants hard at work. Happy Holidays to you and your loved ones from CapTel NC!

Best Regards,
Kim Calabretta, NC CapTel Manager

2

Tejuana as a TTY User

Tejuana Keyes was born in New Bern, NC. She lost her hearing just before she turned seven and was sent to Eastern North Carolina School of the Deaf when she was eight years old. It was hard for her to adjust to a deaf school because she was not used to living away from home. Prior to this, she attended a hearing day school and did not know how to sign. She graduated from high school in 1993 and went to Pitt Community College where she obtained an AAS degree in information technology. She is currently working for a non-profit agency, RHA Health Service, Inc., as a job coach for deaf and hard of hearing clients.

Tejuana was first exposed to TTY when she was in middle school. Her houseparent at the dorm showed her and her roommates the new TTY and explained how to use it. She thought it was very easy to use the TTY, so she called her mother at home for the first time. She said, "It was so exciting to call my mom for the first time." When her mother answered the phone, she was confused at first but after several calls and explaining how the relay service worked, she became used to it. She was only allowed to use the TTY every once in a while with the houseparent's permission because all of the students shared it.

At home, however, Tejuana saw her family using the phone regularly and she wished she could have her own phone. Her mother wrote a letter to the Sprint company and explained that she needed a TTY to communicate at home. At that time, a TTY was very expensive and her parents could not afford to buy one so she received one as a donation from the Sprint company, which she was very grateful for. She was elated that she was now able to communicate with her friends from home. Unfortunately, it was still hard to share the phone with her siblings and

Are you a dedicated CapTel user who loves making calls on the phone? We would love the chance to interview you in our next newsletter! If anyone is interested in sharing their stories about using CapTel, please contact Kim Calabretta at **kim.m.calabretta@sprint.com** or call directly at 919-719-2705. We would love to hear from you.

parents. Every time she was on the TTY, she valued her time speaking with her friends.

Tejuana first heard about Relay NC when she saw the Relay NC Public Service Announcement (PSA). She was impressed by how the PSA was set up and promoted statewide. While attending a deaf event in Greenville she saw a Relay NC booth set up where she learned all about HCO, VCO and TTY. She never forgot that she received a cute promotional item and flyers there. She often shows the promotional items to others so that they can learn more about Relay NC.

Tejuana said that her TTY helps her to be independent because she does not need to rely on anyone to answer the phone for her. She is thrilled by the great outreach being done by Relay NC because, previously, not a lot of people knew about the relay and they would hang up on her. She often felt frustrated so when she was hung up on, she would have to physically go see the person and explain about the relay service. Because of the extensive outreach done by Relay NC, she does not have to do this anymore and she noticed that more people tell her to call them because they are curious how the relay service works. She saw huge improvements when Relay NC began to advertise on TV.

Although she is not using TTY nowadays, she still keeps it just in case. She says, "I am grateful that Relay NC is out there to make better life for all deaf and hard of hearing people in state of North Carolina."

20th ANNIVERSARY EVENT - A HUG

We are so proud to announce that Relay NC's 20th Anniversary was a huge hit! We are thankful to everyone who attended this event. People came in to register, got their nametags, and mingled with many diverse consumers, the Division of Services for the Deaf and the Hard of Hearing (DSDHH) staff, and Relay NC staff. There was an entertaining magician and attendees got the opportunity to dr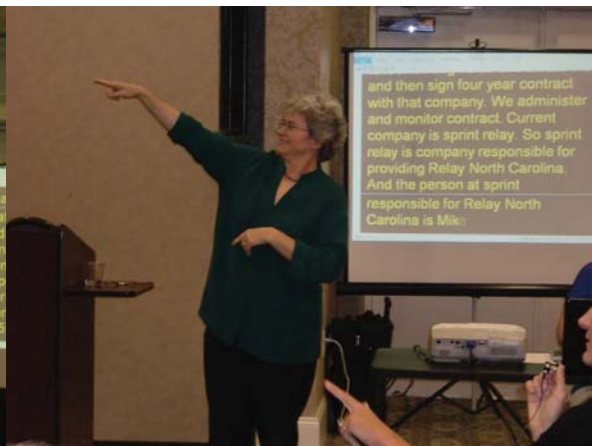ess up with different props, get their photo taken, and receive printouts of their picture. Several delicious appetizers were brought around to satisfy attendees' appetites. Jan Withers, director of DSDHH, and Mike Ellis, director of Sprint Relay, spoke reflecting upon their memories and the history of Relay NC. Posters were on display depicting a timeline from 1991 to 2011 reflecting all the important highlights from each year. Thank you for coming to celebrate with us and we hope you will cherish your memories from this fantastic event.

(Left to right) Mike Ellis, National Director of Sprint Relay, Kevin Earp, former Relay NC Manager, Andrew Brenneman, Sprint Relay Senior National Account Executive, Linda Nelson, DSDHH Telecommunications Consultant, Pamela Lloyd-Ogeke, former DSDHH Telecommunications Resources Program Manager, Tom Galey, DSDHH Telecommunications Resources Program Manager, Kim Calabretta, CapTel NC Manager, and Bola Desalu, Relay NC Manager.

WELCOME to the Relay NC 20th Anniversary Event!

Celebrate 20 Years of Excellence
1991–2011

You have made us a success! We could not have done it without you!

Thank you to all our customers who have made us who we are today.

Community Happenings Pictures

Gary Miner,
STS Outreach Specialist
speaking with a customer
**NC Speech Hearing Language
Association – Fall Conference**
Wilmington, NC

Marcel Bellamy, CapTel
Consultant, with a customer
Senior Center Health Fair
Snow Hill, NC

Bud Cayton, President of
NC Deaf Blind Association
(NCDBA) & Bobby Shealy,
RNC Outreach Specialist
Camp Dogwood
Sherrill Ford, NC

Myra Fleming,
CapTel NC Consultant
**Troy Senior
Center Presentation**
Troy, NC

Ronald Merritt, Assistant Camp
Dogwood Coordinator, John
Sherwood, 1st Vice- President
of NCDBA & Bobby Shealy,
RNC Outreach Specialist
Camp Dogwood

Gary Miner,
STS Outreach Specialist
speaking with customers
Easter Seal Walk-A-Thon
Charlotte, NC

Debbie Cannupp-Johnson,
Captel Consultant
Womens Conference
Jacksonville, NC

Mike Dreisbach,
STS Outreach Specialist
speaking with customer
**NC Speech Hearing
Language Association –
Fall Conference**
Wilmington, NC

6

How to Update your CapTel 800/800i Software

As part of CapTel's commitment to quality, the telephone software is occasionally updated as the technology advances. Using your CapTel 800 or CapTel 800i phone, you can check whether updates are available. To check if an update is available:

For your CapTel 800i

1. With the handset hung up, press the YES button to see the Options Menu.
2. Press the DOWN button until "Phone Settings" is highlighted. Press the YES button.
3. Press the DOWN button until "Update Phone" is highlighted. Press the YES button.
4. Press the YES button to begin the update process.

For your CapTel 800

1. With the handset hung up, press the YES button to see the Options menu.
2. Press the DOWN button until "Settings" is highlighted. Press the YES button.
3. Press the DOWN button until "Phone Settings" is highlighted. Press the YES button.
4. Press the DOWN button until "Update Phone" is highlighted. Press the YES button.
5. Press the YES button to begin the update process.

Your CapTel phone checks to make sure that your software is up-to-date. If a new software version is available, your CapTel phone will update to the most current version or let you know that no updates are available.

Free Training for New CapTel Users

Keep in mind you can get FREE installation and training on your CapTel phone. If you have a phone, but need help using it, contact Kim Calabretta at **919-719-2705** or email **kim.m.calabretta@sprint.com** to set up a time for a Captel Consultant visit.

Answering the Call on a Different Phone

CapTel 200 & CapTel 800

If you answer an incoming call on a different phone and you hear a beep that recurs throughout the call, the person calling you dialed through the Captioning Service. That means you can see captions during the call.

Simply pick up the handset on your CapTel telephone. Your CapTel phone will detect the beep signal and begin displaying captions. Hang up the extension phone right away and continue the call using your CapTel phone.

CapTel 800i

If you answer an incoming call on a different phone and you wish to use the CapTel 800i, simply pick up the handset on your CapTel phone and press any key on the number dialing pad.

NEWS FLASH

Model 200 Phones

We are collecting CapTel 200 model phones for our loaner program. If anyone has an older 200 model they no longer want, please contact Kim Calabretta at

kim.m.calabretta@sprint.com or call directly at **919-719-2705**.   Thank you!

New! Online "Instant Chat" Support

Visitors to the CapTel website can now Instant Chat with a Customer Service representative to get help. Simply click on the "Live Help" tab in the Customer Service section of the CapTel website. This opens a dialog box with a dedicated Customer Service representative, who can assist directly online.

Visit the CapTel website any time at **www.captel.com/customer-service.php**

? Fun Questions

1) What is the organization called that advocate the telecommunications accessibility nationwide?

2) What type of device is available for mobile RCC?

3) What year did we first hold Relay NC and DSDHH's Road Tour?

4) Can two people with speech disabilities talk to each other through STS?

5) How many different font sizes are available on a new CapTel 800/800i model?

ANSWERS:
1) TDI
2) Blackberry
3) 2006
4) Yes
5) Three

Dial 7-1-1 or use these toll-free relay numbers:

1-800-735-2962	**TTY to Voice**
1-877-735-8200	**Voice to TTY**
1-888-762-2724	**ASCII**
1-877-735-8260	**Voice Carry-Over**
1-877-735-2962	**Hearing Carry-Over**
1-877-735-8261	**Speech-to-Speech**
1-877-825-2448	**Spanish Relay**
1-877-243-2823	**Voice to CapTel**

Relay NC Customer Service
1-800-676-3777 (Voice/TTY)
1-800-676-4290 (Español - Voz/TTY)

CapTel Customer Service
1-888-269-7477 (Voice/TTY)

Website: www.relaync.com

mailing label here

RelayNC
4030 Wake Forest Road
Suite 300
Raleigh, NC 27609
www.relaync.com

Relay North Carolina NEWSLETTER

SPRING 2012

Dial 711 Relay North Carolina

relaync.com

Emergency using TTY

In case of emergency, what would you do when calling with a TTY?

All 911 centers have TTY machines and are trained to respond to all people who are deaf, hard-of-hearing, deaf-blind and have speech disabilities who need emergency services. It is recommended that you call 911 directly through your TTY. Simply turn on your TTY and dial 911. You can then click any key to make sounds. The sounds will be heard in the emergency center. They can access information on where you live (location) and your telephone number as it displays on the computer screen of the emergency center. The 911 operator will send help to your location. We encouraged you to dial 911 directly for faster service. However if you are not able to obtain emergency help through 911, you can call 711 and tell the relay operator that you have an emergency. Please note that if you use the relay service the process will be delayed. You can use any other telecommunication methods such as pagers or VRS to reach out to 911 but it will also delay the process. Connecting with TTY directly will ensure that you will get a quick emergency service response.

Please note that 711 is not an emergency call.

How to Make an Emergency Call:

1 TTY user dials 9-1-1 to connect the emergency center directly. An emergency operator will answer your TTY call.

2 The operator connects the TTY call with the medical dispatcher. Then help will be sent to the TTY user's location.

What's Inside?

A Message from Relay NC Manager

I hope you have all survived the holidays and the fluctuating weather. Now the holiday craziness is finally calming down. I have been so busy traveling across North Carolina seeing old and new faces at many holiday events. It is with great joy that I come across people who have used RCC and STS and relate how much they are appreciative using these services.

Spring time is coming soon! I love smelling fresh flowers when they start to bloom and seeing spring bring green to trees and grass. I love to see people finally coming outside, enjoying the warm weather after hibernating all winter. Spring time with RelayNC is going to be awesome! We will be focusing heavily on reaching out to people with speech disabilities and educating them about Speech to Speech Services. Many people are still unaware about this great service available to them. If you happen to know anyone that can benefit from STS service, please do not hesitate to refer them to www.relaync.com/sts. Imagine that they will be thrilled to obtain information which will make their life more accessible and convenient.

Don't forget to enjoy fresh air by taking a walk around in your location or at park during warm sunny days. Call up your friends and family to join you by using our relay services. What a great way to connect people and enjoy the beauty that spring time offers!

RelayNCly,
Bola Desalu, RelayNC Manager

A Message from CapTel NC Manager

Spring is just right here!! I love the change of seasons. After the long lull of winter, I look forward to the warmer weather and flowers blooming. Spring has always been a busy time for CapTel NC. Exhibit work is at its height, with many outdoor festivals being part of our outreach to the community throughout the state. Some of our biggest events will be coming up, such as Southern Women's Conference and the Southern Home Show based in Raleigh. Presentations will pick up, and we still provide free installation and trainings on CapTel for those who received the phone.

In this edition, you will learn about how to update your 800 and 800i phone, as well as understanding how to pick up a CapTel call from another phone. Federal CapTel is explained for those who may qualify under the specialized Federal program. We have Carolyn Stewart, who has just become a recent CapTel user and loves her new phone! You can read all about her on page 3. Hope you enjoy seeing the pictures of our outreach activities this past winter.

Have a wonderful Spring!

Best Regards,
Kim Calabretta, NC CapTel Manager

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David as a RCC User

David Schultz was born and raised in Minnetonka, Minnesota. He has an older sister and is the only deaf child in his family. He graduated from St. Louis Park High School in Minnesota. He went to National Technical Institute of the Deaf (NTID) to study Social Work and Criminal Justice; however, he decided to transfer to the University of Massachusetts at Amherst to obtain a degree in Leisure Resources and Recreation Management with a minor in Outdoor Therapeutic Recreation. He later received a graduate degree in Leisure Education and Administration from Boston University. He currently resides in Wilmington with his wife, Joy and their two children, Summer and Forrest.

One day, at work, he experienced a shortage of interpreters which created some frustration. He decided to research online to look for an alternative solution. He discovered RCC (Relay Captioning Conference) through the Relay NC website. He contacted Colorado Caption Company to learn more on how RCC works and what he needs to do to reserve this service. He implemented this accommodation solution to his Coastal Carolina Assessable Recreation Partnership quarterly meeting. He said, "The result of having RCC at the meeting was positive and effective." He loved this relay solution so much that he uses RCC for other meetings and at UNCW for taking CEU classes for his Recreational Therapist job. At a recent meeting, David used RCC with the webcast seminar hosted by the American Red Cross for lifeguard instructors.

When David first used RCC, he taught himself to modify many different features on the RCC screen. The custom features of modifying fonts/colors to one's preference is something David finds attractive when using RCC. Whenever David needs to refresh his memory on certain topics, he simply prints the transcript. He appreciates the option of either saving or printing the transcripts after each meeting.

When David educates other companies and agencies about RCC, he emphasizes three benefits: It can assist non-profit organizations who may have limited fundings, since RCC service is available at no charge. It is a great time management tool where one can have a productive meeting, and obtain all the information without missing anything. It is a prime example of teaching the community to use the latest technology in telecommunication accessibility. At the end, it creates a win-win situation for all involved.

When David is not using RCC, other relay services such as Voice Carry Over (VCO) is something he utilizes on a daily basis. He is excited to see that there are many telecommunication services available for all deaf, deaf-blind, hard of hearing and people with speech disabilities.

David is active in providing resources to the community, and

Carolyn as a CapTel User

Meet Carolyn Stewart of Statesville, NC, originally Lincoln, RI.. Carolyn is a retired widow, and a survivor of 57 years of married life. She is a mother of 5, a grandmother of 8 and a great grandmother of 3 (and another on the way). Ms Stewart is an avid crafter - knitting, crocheting, quilting when she has the chance. She also loves to read and cook and get lost in app land on her iPad 2. Carolyn has worked as an Office Manager of several firms during her career, with the last few spent in retail and cash office duties with leading stores here in Florida and North Carolina.

Carolyn is also deaf. She started to lose her hearing as an adult, with no actual known cause for the progressive loss. She was twenty-seven years old when she received her first hearing aid. Carolyn continues to get by face to face with a hearing aid and an FM hearing system, but she was unable to talk on the phone for the last few years. Frustrated, she did not use the phone as she could not make out the speech of the other person.

Losing her husband the past year and having to live alone has been a real trial. Carolyn had to have a friend come in and get the answering machine messages and return phone calls for her. She hated to depend on another person to do this all the time. Then a miracle happened. Her brother sent her a magazine ad about CapTel and the new 800i phone. After she received her new phone, she called for the free installation and training provided by CapTel NC. It was a gratifying experience. As Ms Stewart puts it, "The phone is marvelous. It's clean cut and the screen is a really nice size, making the captions very readable. Everything you need to know about the phone is in the menu, simply a matter of pressing one of four buttons, yes, no, up and down. It's that simple."

Carolyn loves using her new 800i CapTel phone. She uses it whenever she needs to make a call.

She thanked CapTel NC, exclaiming "We mustn't forget the folks responsible for all this organized help and for my being so content with my ticket to freedom. Thanks to Kim, Ron and CapTel NC - I now feel that I have joined the world of the living again, and believe me, it is a wonderful feeling!"

reflects on his favorite quote "True Teachers use themselves as bridges over which they invited their students to cross; then having facilitated their crossing, joyfully collapse, encouraging them to create bridges of their own."- Stephanie Oles; Association for Experiential Education Forum. This quote is a great example of how he reaches out to many other companies and agencies to take advantage of RCC for people to bridge the communication gap between deaf and hearing people.

1987 - 2011 Timeline of Relay NC

Sprint

General Statute 62-157 required the Department of Human Resources (DHR) to administer the relay service. DHR delegated the daily responsibility of the program to DSDHH.

Sprint implemented and provided relay service on June 1.

Representative Harry Payne, the primary sponsor of the Relay bill, placed the first official call to Mrs. Dorothy Eakes during the Open House at Charlotte relay center on October 15.

1987

1988

1989

1990

1991

The NC General Assembly ratified Senate Bill 494 requiring the NC Council for the Hearing-Impaired to conduct a study to review the potential benefits of the dual party TDD relay system for the Deaf in North Carolina.

The American with Disabilities Act (ADA) was passed by the US Congress in July.

On August 21, relay contract awarded to Sprint after exceeding RFP requirement.

Sprint relay center in Charlotte started its service on September 1.

Mr. Bill Peace hired as Account Manager for Sprint.

208,706 relay calls placed between June-December.

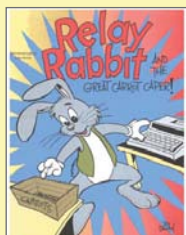DeafNation Expo was first held in North Carolina.

Captioned Telephone (CapTel®) was first implemented on trial basis in North Carolina.

Andy Leffler left RelayNC to become the Manager for Video Relay Service (VRS) with Sprint.

TurboCode by now was in wide use.

2003

2002

The first Relay NC coloring book was distributed.

Kevin Earp was hired as the new Account Manager for Relay NC.

Enhancements to Speech To Speech (STS) and Voice Carry Over (VCO) were implemented.

Dial 711 Relay North Carolina

Sprint Relay was awarded the contract to operate Relay NC for the next four years with funding provided for CapTel, Relay Conference Captioning and Outreach.

A new Relay NC website was launched.

The first public service announcement on Relay NC was aired.

CapTel Consultants were hired for the new CapTel NC program.

2004

2005

CapTel was launched in North Carolina.

CapTel North Carolina

Kim Calabretta hired as the new CapTel Account Manager for North Carolina.

Pamela Lloyd was hired as the new TRS Administrator for the State of North Carolina.

2-Line CapTel was introduced to North Carolina.
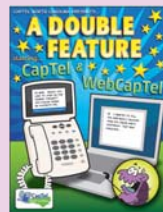

Relay NC celebrates its 20 years of service.

"Please Don't Hang up" DVDs were distributed to various businesses in Raleigh.

Relay Conference Captioning minutes continued to increase.

A DOUBLE FEATURE

The first CapTel coloring book was launched.

New and improved Relay NC website was launched.

Celebrate 20 Years of Excellence — 1991-2011 Dial Relay North Carolina

2011

2010

CapTel 800i was introduced in North Carolina.

CapTel 200 was replaced by CapTel 800.

Relay YES YOU CAN curriculum was launched.

The STS outreach program was expanded by recruiting two new STS Outreach Specialists.

The first Sign-a-thon events were held statewide.

Relay North Carolina NEWSLETTER

1992

The Telecommunications Relay Service Consumer Advisory Council held its first meeting on July 14. Marilyn Turk was elected Chairperson of the Council.

1993

1994

Linda Nelson became the first Telecommunications Relay Service Administrator on October 4. Ginger Jones became an office assistant.

1996

RFP for a new relay contract including Video Relay Service (VRS) released. MCI was awarded the four-year relay contract in December.

1995

1996

On March 29 at two o'clock in the morning, all relay calls were rolled over to MCI from Sprint.

Andrew Leffler became MCI's Outreach manager.

1997

North Carolina became the first state in the country and in the world to provide permanent VRS on August 19.

Nine remote sites provided VRS.

1.7 million relay calls were placed between January – December.

Statewide Services for the Hearing-Impaired contract was extended for another year.

7 1 1
7-1-1 implemented on November 1.

Andrew Leffler became Sprint Account Manager.

Transition from MCI to Sprint on March 29.

Sprint awarded a four year contract.

RFP for relay service and VRS released on May 12.

2001

2000

1999

1998

Relay North Carolina celebrates 10 years!

The number of calls increased 21% between 2000 to 2001.

Statewide Services for the Hearing-Impaired in Michigan was awarded the VRS contract on June 5.

Speech-to-Speech (STS) implemented on March 29.

A public service announcement was developed and aired featuring Deanna Bray who was an actress on "Sue Thomas, F.B.Eye".

A Road Tour traveling throughout North Carolina was sponsored by DSDHH and Relay NC.

Advertisements were placed on twenty-four billboards throughout the state promoting Relay NC.

Relay NC was the largest sponsor for NBC Health Fair.

CapTel stands and brochures were disseminated to various audiologist offices statewide.

2006

The 2nd Relay NC coloring book.

The first public service announcement on CapTel NC was aired.

CapTel NC distributed surveys to customers.

2007

Relay NC sponsored North Carolina Hearing Loss Association of America Conference.

Tom Galey was hired as the third TRS Administrator for the State of North Carolina.

Mobile Relay Conference Captioning product for blackberry devices was launched.

The TRS Program was granted re-certification for the next five years until 2013.

Sprint Relay was awarded the contract to operate Relay NC for the next four years.

Relay NC sponsored Wild Zapper, the entertainment group, at Eastern North Carolina School for the Deaf and North Carolina School for the Deaf along with North Carolina Association of the Deaf.

2009

2008

Relay NC's newsletter was developed.

Bola Desalu became the fourth Relay NC Account Manager in March 2009.

Relay NC and North Carolina Division of Services for the Deaf and the Hard of Hearing hosted another Road Tour.

The first North Carolina Leadership Training and Retreat for future leaders was sponsored by North Carolina Association of the Deaf and Relay NC.

Community Happenings Pictures

Debbie Cannupp-Johnson, Captel Consultant
Womens Conference
Jacksonville, NC

Interpreter Tanya Miller, RNC Outreach Specialist Jimmy Miller, NCEM Director Doug Hoell and Community Accessibility Consultant Shawn Lane
NC Emergency Management Assocation Conference

Myra Fleming (purple top), CapTel Consultant
Troy Senior Center Presentation
Troy, NC

Libby Caviness, CapTel Consultant, assists Santa in filling his Christmas list with CapTel!
New Bern Home Show
New Bern, NC

RNC Outreach Specialist Jimmy Miller, NCRA Conference Co-chairperson, CaptelNC Consultant Debbie Johnson-Canupp
NC Rehabilitation Assocation Conference
Wilmington , NC

RNC Outreach Specialist Jimmy Miller and DVR Supervisor Kenny Gibbs
NC Rehabilitation Assocation Conference
Wilmington, NC

Updating your CapTel 800 and 800i Software

Your CapTel 800i can check if any new software updates are available, then update automatically over your Internet connection. This means you'll always be able to take advantage of the latest features & technology as long as you own your phone.

To update your CapTel 800i software:
1. With the handset hung up, press the YES button to see the Options Menu.
2. Press the DOWN button until "Phone Settings" is highlighted. Press the YES button to select.
3. Press the DOWN arrow button repeatedly until Update Phone is highlighted. Press the YES button to select.
4. Press the YES button to begin updating your phone, or press the NO button to exit.
5. The CapTel phone checks to make sure that your software is up to date. If a new software version is available, your CapTel phone automatically updates to the most current version, then resets itself so you are ready to make calls.

Your CapTel 800 can check if any new software updates are available, then update automatically over your telephone line. This means you'll always be able to take advantage of the latest features and technology as long as you own your phone. You can even set a delay so that the update occurs automatically at a more convenient time (for example, overnight).

To update your CapTel 800 software:
1. With the handset hung up, press the YES button to see the Options menu.
2. Press the DOWN button until "Settings" is highlighted. Press the YES button to select.
3. Press the DOWN button until "Phone Settings" is highlighted. Press the YES button to select.
4. Press the DOWN button until "Update Phone" is highlighted. Press the YES button to select.
5. Press the YES button to begin updating your phone, or press the NO button to exit.

NOTE: You can set the update to begin automatically at a more convenient time. Press the UP arrow button to set up a timed delay. Select when you want the update to begin (in 1 hour, in 2 hours, etc.) using the UP and DOWN arrow buttons. Once a delay has been set, you can continue using your CapTel Phone to make/answer calls. This will not disrupt the planned update process.

6. Your CapTel phone checks to make sure that your software is up to date. If a new software version is available, your CapTel phone automatically updates to the most current version, then resets itself so you are ready to make calls.

CapTel is a registered trademark of Ultratec.

CapTel Tip:
Pick up a CapTel call from another phone

If you share your household with hearing family members or friends, chances are you have had the experience of someone else picking up a captioned call meant for you, on a phone other than the CapTel. If this happens, don't panic!

All you have to do is pick up your CapTel phone, and then have the other phone hung up as soon as possible, so that a connection to the Captioning Service can be established. If this is done in a timely fashion, within a minute or so after the call was first picked up on the non-CapTel phone, your captioned call should connect with no problem!

The other person in your household will hear a series of beeping tones over the line when they accidentally pick up your captioned phone call on a different telephone. This is a good hint to know that the call should be answered on the CapTel Phone instead.

Federal CapTel Program

CapTel phones and service are available for active Federal Employees. To order a CapTel phone:

Option 1:
Print and fill out the Federal CapTel Order Form to order directly from WCI. www.weitbrecht.com/captel.html
Special price: $99.00

Option2:
Federal employees who are deaf or hard of hearing may request a free Federal CapTel phone through the Computer/Electronic Accommodations Program (CAP). For a list of DOD and Civilian agencies that partner with CAP, please visit the website at: http://cap.tricare.mil/Customers/PartnerAgencies.aspx

Veterans, retired Federal employees, and tribal members may apply for a CapTel phone through the North Carolina Equipment Distribution Services program.

Questions about Federal CapTel?
Please contact:
- **Natalie D. Clanton, Federal Relay Agency Liaison**
  720-545-0152 (Voice)
  913-523-9070 (Fax)
  natalie.clanton@sprint.com (Email)
- **Angie Officer, Senior Program Manager**
  703-592-4906 (Voice)
  866-486-7858 (Fax)
  angela.officer@sprint.com (Email)

? Fun Questions

1) Which month did 711 implemented in state of North Carolina in 2000?

2) What year did ADA become a law?

3) What was the old name of DSDHH?

4) When was Speech to Speech Service established in North Carolina?

5) Whenever Relay NC airs a TV ad, the number of hits to the Relay NC website increases by how many percent?

ANSWERS:
1) November
2) 1990
3) North Carolina Council for the Hearing Impaired
4) March 29, 2000
5) Approximately 50%

Dial 7-1-1 or
use these toll-free relay numbers:

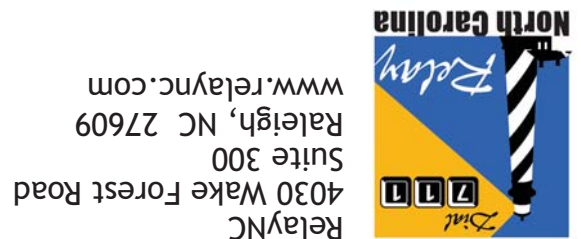|	
1-800-735-2962	**TTY to Voice**
1-877-735-8200	**Voice to TTY**
1-888-762-2724	**ASCII**
1-877-735-8260	**Voice Carry-Over**
1-877-735-2962	**Hearing Carry-Over**
1-877-735-8261	**Speech-to-Speech**
1-877-825-2448	**Spanish Relay**
1-877-243-2823	**Voice to CapTel**

Relay NC Customer Service
1-800-676-3777 (Voice/TTY)
1-800-676-4290 (Español - Voz/TTY)

CapTel Customer Service
1-888-269-7477 (Voice/TTY)

Website: www.relaync.com

mailing label here

Relay North Carolina

Relay North Carolina NEWSLETTER

SUMMER 2012

Dial 711
Relay
North Carolina

relaync.com

Better Hearing and Speech Month 2012

For more than 75 years, May has been designated as Better Hearing and Speech Month. Its purpose is to raise public awareness and understanding of various communication-related challenges experienced by many people with hearing, speech, and language disabilities.

For this year's celebration of Better Hearing and Speech Month, the American Speech-Language-Hearing Association (ASHA) chose "connecting people through communication" as the theme. More people will learn about numerous resources available to help them to overcome communication barriers.

The Division of Services for Deaf and Hard of Hearing (DSDHH) is a leading resource for one million-plus individuals with hearing loss in North Carolina. Hearing loss affects people of all ages and their families.

DSDHH provides not only direct services to individuals with hearing loss and the agencies and businesses that serve them but also the resources and connections to programs and services all across North Carolina.

DSDHH's specially-trained staff, many of whom are deaf, hard of hearing or deaf-blind, work at the division's seven regional centers throughout the state. Thanks to the staff's expertise and support, more North Carolinians with hearing loss are having self-sufficient and fulfilling lives.

DSDHH regional centers have several activities during the Better Hearing and Speech Month. You can find out more by going to the DSDHH web site, www.ncdhhs.gov/dsdhh. Look under "What's New" on the Home Page.

For more information on hearing loss and resources available in North Carolina, contact DSDHH at (800) 851-6099 (v/tty).

What's Inside?

Summer is finally here! For many of us in North Carolina, this time of the year would not be complete without going to the beach or a pool to relax and to get some relief from the hot weather.

During the past few months, we have been busy promoting the Speech-to-Speech (STS) service and Relay Conference Captioning (RCC) at many events throughout the state, such as the Deaf-Blind conference and the North Carolina Speech Hearing Language Association conference. Each year, we meet new people no matter how times we have attended the same annual event. It's always a great joy to see the "Aha" moments when they learn about and try a Relay NC service.

We are getting ready to promote STS and RCC at various picnics and cookouts. We love seeing new and familiar customers to explain and update them on what Relay NC offers. As always, contact me if you want to schedule a free Relay NC presentation.

Doesn't it feel great that you can communicate with ease when on the phone to plan summer gatherings? Happy summer!

RelayNCly,
Bola Desalu, Relay NC Manager

We just wrapped up a busy April. CapTel NC completed several large exhibits in the Triangle, including the Southern Women Show, Home Show and the Triangle Business Expo. You may have seen us out and about promoting CapTel NC at smaller festivals throughout the state.

We will have an active May by celebrating Better Speech and Hearing month. This is a perfect time to get your hearing checked, determine what needs to be done to improve your hearing health and make accommodations to assist with communication. CapTel is often considered a viable alternative to the regular telephone that allows the person to read captions of what the hearing caller is saying. People with hearing loss will never have to feel frustrated on the phone again. You can contact the Division of Services for the Deaf and Hard of Hearing to get more information and a free CapTel demo. The division also has other communication devices that people may be interested in.

Check out our new CapTel consultant Kimberly Parker on page 7. We have information on CapTel for users that includes instructions for telephone companies to use when installing 2-line CapTel.

Come see us at the festivals. Have a fun summer!

Kim Calabretta, CapTel NC Manager

If you want to subscribe for the free Relay NC quarterly newsletter, please send your name and address to **Lauren.Gallagher@sprint.com**. You also can download from **www.relaync.com** and click the right tab that says **NEWSLETTERS**.

FUN QUESTIONS

1) How many conferences does the North Carolina Speech Language Hearing Association host each year?
2) What other language is available for CapTel captioning?
3) How many different font sizes are available on RCC?
4) What is the name of STS founder Dr. Bob Segalman's autobiography?
5) Is it correct that CapTel Customer Service is available for 24 hours/7 days a week?

1) 2   2) Spanish   3) 16   4) *Against the Current, My Life with Cerebral Palsy*   5) Yes

Neil Lusk as a STS User

Neil Lusk grew up in Owensboro, Kentucky and later moved to Wilmington, North Carolina, with her husband. She retired after working as a housekeeper for the Hilton Hotels for 45 years. Her husband was an iron worker and boat builder in Wilmington and Leland. He passed away four years ago from cancer. They were married for 59 years and raised a son and daughter.

Neil never heard of NC Relay until she saw a flyer about a presentation - a Speech-to-Speech workshop that was held at her resident care center. That prompted her to sign up for the workshop. She became fascinated during Relay NC Outreach Specialist Gary Miner's presentation, especially on how one of the services can meet her speech communication needs. Neil's participation in the STS demo left her convinced.

Neil has used the free STS service several times since the presentation.   She loves not having to worry about how she sounds during the phone conversations. Neil appreciates that the STS Relay Operators take the time to make sure that they understand what she is saying; this helps her to feel at ease.

"My first reaction was thinking not another fancy service that would be hard to learn how to use," Neil said.   She was surprised during the demo to see how easy it was to use the STS service.   Shortly after, Neil felt super confident in using the service and loves it. She said, "The Relay NC program is a blessing for many of us older citizens who have some phone communication challenges."

Neil stated that the STS service is a big plus particularly for her because she had a stroke that affected the right side of her face. She later had surgery to remove half of her larynx that left her with a lisp and a low whisper voice. She avoided the phone for almost four years.   When she felt a little more confident about her speech, she tried the phone again but continued with difficulty in having conversations, often resulting in frustration. The big confidence jump in phone communication happened when she began using the STS service.   She no longer hesitates when making a phone call.

STS saves money because her cell phone had an airtime per-minute charge that was costly because she needed more time to speak so that the other person could understand. With the STS service, using the service helps Neil reduce the time using the cell phone that ends up lowering her bill tremendously. She says it's a true blessing.

The North Carolina Speech Hearing and Language Association hosted a spring conference in Concord. Relay NC manned a booth that included an activity for people to write their responses to the following question on cards for the chance to receive a beautiful Easter basket:

If something happened to you today that caused you to never speak or hear again how would you feel about not being able to communicate and what would you do to increase awareness?

Many attendees filled out the cards. It was tough to pick a winner because the answers were excellent. McKenzie Hatch was the winner of the basket.   Her response to the question: "I would be devastated to lose my verbal communication. I would continue to be an active participant in my community and plug into community-based awareness activities. I would not allow my inability to communicate stop my want to teach and instruct others."

Right is a picture of the STS Outreach Specialists, Michael Dreisbach and Gary Miner, and McKenzie Hatch (center) with her new Easter basket.

Other contestant responses below are worthwhile to read as follows:

Stacey Tyndell
"If I could never speak or hear again and not able to communicate, I would feel somewhat devastated being that I heavily rely on speech and hearing for my job. We are often unaware of how many individuals are unable to speak and hear. In the school system that I work in, we are heavily involved in our community with a lot of opportunities to spread the words to many families."

Kathy Graham
"If I could not speak, I would feel lost and unconnected. I would teach out by using all other forms of talking, gestures, facial expression and writing. I could even us dance!"

Tina Parker
"I would be very unhappy, depress and fearful. I would advocate for the population I was now part of. Be open and candid about my disability and not let it change other factors of your lifestyle."

Debbie Inman
"I would be devastated. I would start a blog."

CapTel NC Page
May - Better Speech and Hearing

CapTel Gives You Greater Independence

People with hearing loss often have a difficult time feeling engage in their world, especially those who have recently begun losing their hearing. Struggles with communication in social surroundings make many feel isolated and live in denial of their diminished hearing and life changes.

Family members are frequently the first to see the telltale signs of hearing loss. Strong indicators of hearing loss are when a person:

- frequently asks people to repeat themselves
- often turns an ear toward a sound to hear it better
- understands people better when wearing eye glasses or looking directly at their faces
- cannot follow small group conversations
- keeps the volume on the radio or TV at unusually high levels
- has pain or ringing in the ears

Using the regular telephone causes a lot of anxiety and frustration for Hard of Hearing people. While volume controls have improved, this feature does not do much for people with more significant hearing loss. CapTel is the perfect option for people who cannot depend solely on volume controls to have effective phone conversations. With CapTel, they can use the phone with ease again by making a call, listening to the other person and READ everything being said right on a screen that is attached to the phone. CapTel is an exciting telecommunication development for millions of hard of hearing individuals. It is FREE for those who qualify for the state program.

Problem: Display Screen Stuck at "Waiting for Captions"

Tips:

- Try resetting the CapTel Phone by briefly unplugging the AC adapter and then plugging it back in. Wait for the blue CapTel logo to appear. The captions button should be lit.

- Try resetting the network connection by unplugging the CapTel AC adapter and turning off the Router and the Internet modem. Wait a few seconds, then turn on the modem (make sure it's fully reset with lights going steady). Next, turn on the router, making sure it is fully reset. Then plug in the CapTel 800i AC adapter, all in that order. Wait for the blue CapTel logo to appear. The captions button should be lit.

- Try electronically resetting the CapTel phone to its original factory default settings. With the handset hung up, press 0 7 3 7 3 8 on the dialing keypad (zero RESET). Press YES to reset. WARNING: This will delete any saved phone numbers or speed dial buttons.

Using 2-Line CapTel is an optional service and is not required for your CapTel Phone to work properly. You can always use your CapTel phone with just one standard telephone line.

If you choose to use 2-line CapTel:

- Contact your phone service provider to install a separate phone line with a separate telephone number and jack (if you don't already have two lines). You cannot have one phone line with two extensions or two lines wired into one phone jack.
- The second line must be a standard analog line (or DSL with an appropriate filter).
- You can keep your home phone number as the primary number and order the second line with basic service. You do not need Caller-ID, long distance service, or call-waiting on the second line.

Give This Information to the Phone Technician:

To help with the 2 line set up, give this it to the phone technician who is helping you.

- The customer you are servicing has purchased a captioned telephone that requires two separate phone lines (one of the lines must be analog or DSL with an appropriate filter).
- The two lines must be for separate phone numbers, not just an extension of one phone number (e.g., distinctive ring).
- Each phone line will need its own jack on the wall, labeled with the associated phone number, and located next to each other on a single wall plate so that both lines can be plugged into the bottom of the CapTel phone.
- The customer can keep his/her existing home phone number as the primary number (Line 1). The second line (analog) only needs basic service. They do not need Caller-ID, long distance, or call waiting features on the second line (Line 2).

## What type of telephone lines can be used for 2-Line CapTel?

Line 1 (voice) can be:	Line 2 (captions) MUST be:
- an anolog telephone line	- an anolog telephone line
- DSL (Digital Subscriber Line) service with filter	- DSL (Digital Subscriber Line) service with filter
- Digital Cable	NOTE: Line 2 can be a very basic line. There is no need for any telephone services such as Call-Waiting or Caller ID, not any need for long distance service on Line 2.

If you have questions, please contact CapTel Customer Service. Contact information is found on the back of this newsletter.

What are the requirements for 2-Line CapTel?

The person must have:

- A CapTel 800 telephone (Model 800)
- Two separate telephone lines, each with its own telephone number, in your home or office. The second line cannot be an extension line.
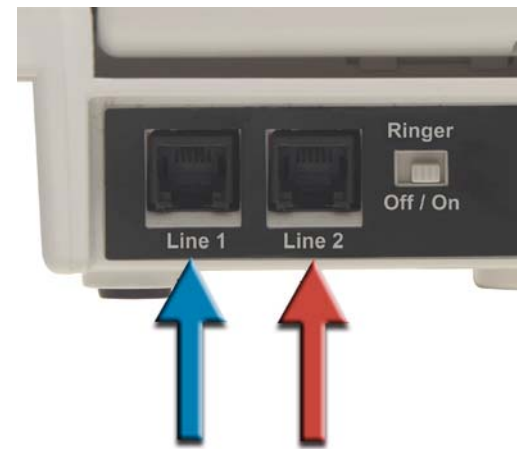
- At least one of the two lines (Line 2 - red arrow) must be analog or DSL with filter. Line 1 (blue arrow) can be analog, VOIP, or DSL with filter.

Digital telephone lines such as a PBX system are not compatible with the CapTel 800 phone and may damage the telephone or telephone network. If you are installing the CapTel 800 in an office or residential facility, check with the telephone system administrator to make sure an analog port is available. A digital subscriber line (DSL) may be used with an appropriate filter.

Events

Presentation at North Carolina Speech Hearing and Language Association Spring Convention – Concord, NC
Mike Dreisback,
STS Outreach Specialist

Southeast Regional Basketball Tourney – Charlotte, NC

Bola Desalu, Relay NC Account Manager with attendees.

Presentation at Mayor Committee for Disabilities Meeting – Jacksonville, NC
Gary Miner,
STS Outreach Specialist,

Health Fair – Durham, NC
Libby Caviness and Kimberly Parker

RAP (Relay Ambassador Program)

What is the relay ambassador program? This program consists of Relay NC Outreach Specialists and CapTel Consultants. They help to promote and increase the awareness of many different kinds of relay services throughout the entire state. They go to deaf clubs, companies, hospitals, senior citizen homes, colleges, community events, festivals, and other places. They also give presentations to interested parties.

Frank Griffin
Relay NC Outreach Specialist

Kimberly Parker
CapTel NC Consultant

Frank Griffin was born deaf and grew up in Wilkesboro. He attended the North Carolina School for the Deaf until 13 and later graduated from Wilkes Central High School. Frank earned a bachelor's degree in economics at the University of North Carolina at Greensboro. Currently, he is working towards a master's degree in sign language teaching from Gallaudet University. He and his wife Alicia have a three-year-old daughter and a baby on the way.

Frank cannot recall the first time when he used the TTY but remembers vividly the first time he called with a TTY to order pizza (800-735-2962). "I loved being able to make calls myself. I did not have to ask my parents to call for me," said Frank. Unfortunately, he experienced many problems with people hanging up because they did not understand the relay service. "People often thought I was a telemarketer!" Fortunately, Relay NC launched the "Please Do Not Hang Up!" awareness campaign that reduced hang-ups significantly.

While attending college, Frank first learned about Relay NC at a campus information booths event. He was thrilled when being asked to take part in a TV promotion campaign for Relay NC. Frank said, "I was honored to do that!" He believed that it is a wonderful thing having a relay service provided by our state to increase accessibility for deaf individuals.

When Frank was working for the first time at a Relay NC booth in Morganton, he explained to a person about Relay Conference Captioning (RCC). The person was employed at a small company that was having trouble paying for interpreter expenses for his meetings. Frank encouraged the individual to consider RCC because it is free. The person then talked about how tough it is for him when on business travel and not being able to participate in staff meetings remotely. Frank suggested mobile RCC. "I was able to see this consumer's eyes open wide in excitement after finding out he could use RCC and mobile RCC as tools to communicate while at his office and joining staff meetings by phone when on business travel," said Frank.

Frank's goal as a Relay NC consultant is to help people become more familiar with the whole range of telecommunication access options available to them. He wants to continue having the wonderful experiences of seeing other people being educated about other communication services that would make a positive difference in their lives.

His motto "Never be afraid to dream big. You are not giving the power to dream without also being given the power to make it come true" becomes even more for many North Carolina citizens who benefit from using Relay NC services.

Kimberly Parker was born and raised in North Carolina. When she started high school and joined Future Homemakers of America in 1992, a teacher had Kimberly read in front of the class often. This helped her to become more comfortable when standing up in front of an audience.

In 1994, she enrolled in the cosmetology program at Nash Community College. While taking classes, Kimberly continued working as a pharmacist technician. One part of her job was delivering medicine to senior citizens in their homes. This experience made her realize that she wanted to work with this population in the future.

A position became available with CapTel NC in the state's northeastern region. Marcel Bellamy, the NE CapTel consultant, needed to reduce her hours so that she could focus on personal goals. Marcel recommended her niece Kimberly. She applied for the position, had the interview, and was thrilled to get an offer. Asked why she wanted this job, Kimberly replied, "I applied for this position because I have two friends who are deaf. I enjoyed learning about their communication needs."

Working with CapTel NC so far has given Kimberly opportunities to learn more about communication equipment and services for people with varying levels of hearing loss and for those who are deaf. She knows from her experience in the previous job that outreach work is so important for seniors, many of whom did not have family members nearby. She saw how isolating their experiences can be when they have difficulty in using the telephone. She is eager to see how her efforts to educate and train seniors on CapTel will help make a positive impact on their lives.

On the personal side, Kimberly is a proud mom of two daughters and two sons. She loves to spend time with them at sports events, going to movies and mostly to just have quality time with each other. Kimberly values family and her kids mean the world to her. Her motto is "plan on living each day as it is my last and being happy. Life is short and everyone should love every moment of it."

She looks forward to meeting and working with people throughout the northeastern part of the state.

Enjoy this newsletter?

If you want to subscribe for the free Relay NC quarterly newsletter, please send your name and address to Lauren.Gallagher@sprint.com.

You also can download from www.relaync.com and click the right tab that says NEWSLETTERS.

Newsletters

Dial 7-1-1 or
use these toll-free relay numbers:

1-800-735-2962	**TTY to Voice**
1-877-735-8200	**Voice to TTY**
1-888-762-2724	**ASCII**
1-877-735-8260	**Voice Carry-Over**
1-877-735-2962	**Hearing Carry-Over**
1-877-735-8261	**Speech-to-Speech**
1-877-825-2448	**Spanish Relay**
1-877-243-2823	**Voice to CapTel**

RelayNC Customer Service
1-800-676-3777 (Voice/TTY)
1-800-676-4290 (Español – Voz/TTY)
1-877-787-1989 (STS only – NEW)

CapTel Customer Service
1-888-269-7477 (Voice/TTY)

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